



## **Sprint® Service**

*Treo™ Pro Smartphone by Palm  
User Guide*

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6,947,017; 6,943,667; 6,940,490; 6,924,752; 6,907,233;  
6,906,701; 6,906,741; 6,901,276; 6,850,780; 6,845,408;  
6,842,628; 6,842,335; 6,831,662; 6,819,552; 6,804,699;  
6,795,710; 6,788,285; 6,781,824; 6,781,575; 6,766,490;  
6,745,047; 6,744,451; 6,738,852; 6,732,105; 6,724,720;  
6,721,892; 6,712,638; 6,708,280; 6,697,639; 6,687,839;  
6,685,328; 6,665,803; 6,618,044; 6,590,588; 6,539,476;  
6,532,148; 6,523,124; 6,519,141; 6,516,202; 6,490,155;  
6,480,146; 6,457,134; 6,456,247; 6,442,637; 6,441,824;  
6,437,543; 6,429,625; 6,425,087; 6,389,572; 6,388,877;  
6,381,650; 6,363,082; 6,344,848; 6,317,085; 6,241,537;  
6,222,857; 6,185,423; 6,147,314; 6,115,248; 6,064,342; 7,356,361;  
D421,251; D429,252; D466,128; D478,091. Patent pending.

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### ***End User Notice***

Microsoft® Voice Command Version 1.6 for Windows Mobile®

***IMPORTANT:*** Do not become distracted from driving safely if operating a motor vehicle while using Device Software.

Operating certain parts of this Device requires user attention. Diverting attention away from the road while driving can possibly cause an accident or other serious consequences. Even occasional, short diversions of attention can be dangerous if your attention is diverted away from your driving task at a critical time. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

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### ***General Operation***

***Voice Command Control:*** Many of the functions of the Device Software can be accomplished using only voice commands. Using voice commands while driving allows you to initiate the command with a button and then operate the Device mostly without removing your hands from the wheel.

***Prolonged Views of Screen:*** If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

***Volume Setting:*** Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

***Let Your Judgment Prevail:*** The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

***Use of Speech Recognition Functions:*** Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor the speech recognition functions and address any errors.



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# Introduction

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We know you're eager to start using your Treo™ Pro smartphone by Palm right away, and the sections of this guide are designed to help you do just that.

- [Section 1: Your Setup](#) guides you through the process of setting up your new Treo Pro smartphone, your Sprint service, and your computer.
- [Section 2: Your Treo™ Pro Smartphone by Palm](#) shows you the basics of your Treo Pro smartphone and service with quick, easy-to-follow instructions. This section also describes the phone features on your device and shows you how to use Sprint service features such as voicemail and call waiting.
- [Section 3: Web and Data Services and Other Wireless Connections](#) shows you how to use Web browsing, messaging, and email. It also describes other types of wireless connections, such as Wi-Fi and Bluetooth® wireless technology.
- [Section 4: Your Portable Media Device](#) shows you how to use the camera feature on your Treo Pro smartphone and how to transfer and listen to music files on your device.
- [Section 5: Your Wireless Organizer](#) guides you through the process of using the built-in, full-featured organizer that gives you instant access to your Contacts, Calendar, Tasks, Memos, Calculator, and more.
- [Section 6: Your Information and Settings](#) describes the tools for managing files and applications and the preferences that enable you to customize your Treo Pro smartphone.
- [Section 7: Your Resources](#) answers frequently asked questions and shows you what to do if something goes wrong. It also includes a helpful glossary of terms.
- [Section 8: Your Safety and Specifications](#) outlines recommended safety and maintenance guidelines and lists the technical specifications for your Treo Pro smartphone.


## **WARNING**

*Please refer to "Important Safety Information" on page 411 to learn about information that will help you safely use your phone. Failure to read and follow the Important Safety Information in this phone guide may result in serious bodily injury, death, or property damage.*



## Where to Learn More

---

### For a Quick Introduction

- **Quick Tour:** The *Quick Tour* highlights many features of your Treo Pro smartphone. It is already installed on your smartphone, and you can open it at any time. Press **Start** , select *My Treo*, select the *Support* tab, and then select *Quick Tour*.

### While Using Your Treo™ Pro Smartphone by Palm

- **Help:** Many of the built-in applications include on-device *Help*, so that you can learn about the tasks you can perform in that application. To access *Help*, go to the application or screen you want help with, press **Start** , and select *Help*.
- **Online support from Palm:** For up-to-date downloads, troubleshooting, and support information, check out [palm.com/support](http://palm.com/support).
- **Setup assistance from Palm:** For help with setting up your Treo Pro smartphone and getting up and running, call **1-866-750-PALM (1-866-750-7256)**. This service is complimentary within 90 days of purchase. (Offer subject to change without notice.)
- **My Treo:** Find setup tips and support info, including access to Palm's knowledge library and a version of this *User Guide* that you can view on your device. Press **Start**  and select *My Treo*.

### If You Need More Information




- **Books:** Many books on Windows Mobile® devices are available from local or online book retailers (look in the computers section), or visit [palm.com/support](http://palm.com/support).
- **Online forums:** Consult online user discussion groups to swap information about your Treo Pro smartphone and learn about topics you may find nowhere else. Visit [palm.com/support](http://palm.com/support) for details.
- **Sprint Customer Service:** For questions about your account or features available on the network, contact Sprint or visit [sprint.com](http://sprint.com) for the latest information and help.

## Managing Your Account

Online: [sprint.com](http://sprint.com)

- Access your account information.
- Check minute usage (depending on your Sprint service plan).
- View and pay your bill.
- Enroll in Sprint online billing and automatic payment.
- Purchase accessories.
- Shop for the latest Sprint phones.
- View available Sprint service plans and options.
- Learn more about data services and other great products like games, ringtones, and more.

### *From the Today Screen on Your Treo Pro Smartphone*


- Enter \*4 and then press **Phone/Talk**  to check minute usage and account balance.
- Enter \*3 and then press **Phone/Talk**  to make a payment.
- Enter \*2 and then press **Phone/Talk**  to access a summary of your Sprint service plan or to get answers to other questions.

### *From Any Other Phone*

- Sprint Customer Service: 1-888-211-4727.
- Business Customer Service: 1-800-927-2199.



## Sprint 411

You have access to a variety of services and information through Sprint 411, including residential, business, and government listings; assistance with local or long-distance calls; movie listings; and hotel, restaurant, shopping, and major local event information. There is a per-call charge and you are billed for airtime.

- Press **End**  to go to your **Today** screen, enter **411**, and then press **Phone/Talk**  to dial.

## *Sprint Operator Services*

Sprint Operator Services provides assistance with placing collect calls or with placing calls billed to a local telephone calling card or third party.

- Press **End**  to go to your **Today** screen, enter **0**, and then press **Phone/Talk**  to dial.

To learn more and to see the latest in products and services, visit Sprint online at [sprint.com](http://sprint.com).



# ***Your Setup***





# ***Setting Up Your Treo™ Pro Smartphone by Palm***

## *In This Section*

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- ◆ What You Need
  - ◆ Your Treo Pro Smartphone
  - ◆ Charging the Battery
-

# What You Need

---

The box containing your Treo™ Pro smartphone by Palm includes the following:

## Hardware

- Treo Pro smartphone.
- Rechargeable battery, installed (1500 mAh).
- USB AC charger.
- USB cable.

## Documentation

- *Get Started*.
- Palm warranty.
- Certificate of Authenticity card.
- Safety and legal information.

## Software

Your Treo Pro smartphone contains the following:

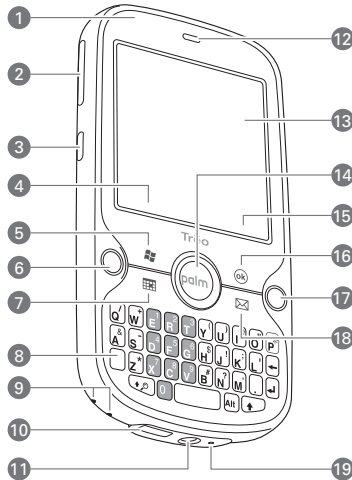
- Desktop installation software (ActiveSync® desktop software for Windows XP computers, Windows Mobile Device Center for Windows Vista™ computers).
- Link to *User Guide* (this guide) on the Web.




You also need the following items to complete the installation and activation:














- An activated Sprint service plan.
- A location with wireless coverage for your Treo Pro smartphone.
- An electrical outlet.
- A computer with an Internet connection with which you want to synchronize your information.
- Microsoft® Outlook® 2003 or later (sold separately).

# Your Treo Pro Smartphone

## Front View



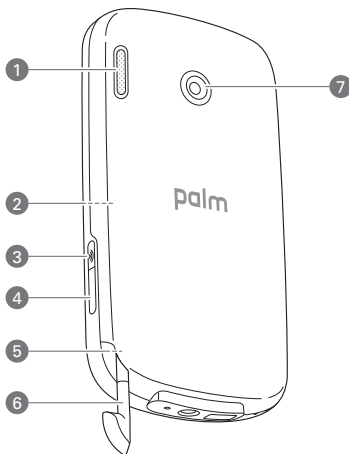
1. **Charge Indicator Light** is visible when your smartphone is being charged.
2. **Volume Button** adjusts the volume level for the earpiece, speaker, andringer.
3. **Side Button** opens the **Camera** application so you can take a picture or switch to video mode to record a video. You can also reassign this button to open your favorite application (see "Reassigning Buttons" on page 348).
4. **Left Softkey** gives you quick access to the options available for the current screen.
5. **Start**  opens the **Start** menu so you can access all the applications on your Treo Pro smartphone. When you press **Option**  + **Start** , the **File Explorer** application opens.

6. **Phone/Talk**  opens the phone application and dials a phone number that you select or enter, and answers an incoming phone call. When you press **Option**  + **Phone/Talk** , the **Internet Explorer Mobile** application opens.
7. **Calendar**  opens the **Calendar** application so you can view and manage appointments. When you press **Option**  + **Calendar** , the **Notes** application opens.
8. **Option Key**  is used to enter the numbers, punctuation, and symbols that appear above the letters on the keys. It is also used with the main application keys as a quick way to open other applications such as **File Explorer** and **Notes**.
9. **Lanyard Connector** for attaching a lanyard (sold separately). To connect a lanyard, remove the back panel, connect the lanyard, and replace the back panel (see “Removing the Back Panel” on page 25).
10. **MicroUSB Connector** enables you to attach the USB cable to sync or charge.
11. **3.5mm Stereo Headset Jack** for headsets (sold separately) that are compatible with your smartphone.
12. **Earpiece** lets you hear your phone calls. Hold the earpiece to your ear to listen, unless you’re using the speakerphone or a headset.
13. **Touchscreen** provides a sharp 320 X 320 resolution image in 65,536 colors (16-bit color).
14. **5-way Navigator with Center Button**  gives you one-handed access to move around on the Treo Pro smartphone screen and select options (see “Moving Around on the Screen” on page 54). After highlighting an item with the **5-way**, you can select or activate it by pressing **Center** .
15. **Right Softkey** gives you quick access to the options available for the current screen. Typically, pressing this softkey opens a menu.
16. **OK**  confirms any information you entered, closes the current screen (the application is still active in the background), and returns you to the previous screen. When you press **Option**  + **OK** , the **Task Manager** application opens.
17. **End**  wakes up the screen when it is off, goes to the **Today** screen when the screen is already awake, enables **Keyguard** when the **Today** screen is displayed, and ends calls.

**18. Messaging** [✉] opens the **Messaging** application so you can write and read email, SMS (text messages), and MMS messages. When you press **Option** [Ⓜ] + **Messaging** [✉], the **Tasks** application opens.

**19. Microphone** serves as the mouthpiece on your Treo Pro smartphone.

### Back View




- 1. Speaker** plays ringtones and alarms, and serves as the speaker for the speakerphone feature and other audio playback.

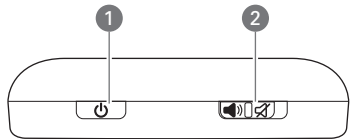
#### **Important**

The Treo Pro smartphone speaker includes a large magnet, so be sure to keep your device away from credit cards or other items that could become demagnetized.

- Expansion Card Slot** allows you to expand the capabilities of your Treo Pro smartphone using a microSD card. The expansion card slot is located under the back panel (see “Removing the Back Panel” on page 25).
- Wi-Fi Button** turns the Wi-Fi feature on and off and enables you to search for and connect to available Wi-Fi networks.
- IR (Infrared) Port** uses infrared technology to transmit information to and receive information from other infrared-enabled devices that use compatible software.
- Reset Button** under the back panel enables you to reset your smartphone.
- Stylus** allows you to tap options on your smartphone screen. To use the stylus, slide it out of the slot and hold it as you would a pen or pencil.
- Camera Lens** enables you to take pictures using the built-in camera.

#### Top View

- Power Button** turns your screen on and off. Pressing and holding Power turns wireless features on and off.
- Ringer Switch** controls the ringer setting. When the Ringer switch is set to **Sound Off** , it silences all sounds at once, including music; so you don't need to navigate through menus to turn sounds on and off. See “System Sound Settings” on page 343 for details on changing the settings.

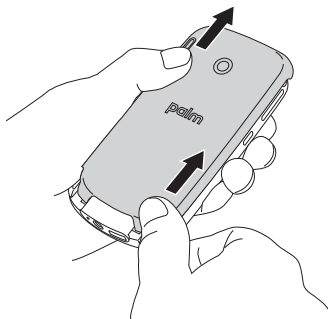




## Removing the Back Panel

Several tasks require that you remove the back panel of your Treo Pro smartphone—connecting a lanyard, inserting and removing an expansion card, replacing the battery, and performing a hard or soft reset. To remove the back panel:

- ▶ With the back panel facing you, push the lower-right corner of the back panel firmly forward with your right thumb to release it, and then remove the panel. (You may find it easier to use a thumb at each back corner.)



### Note

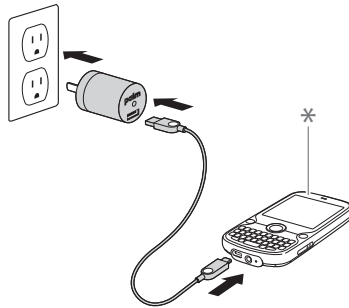
The back panel can sometimes be difficult to remove the first few times. If you have trouble removing the back panel as described, go to [palm.com/support](http://palm.com/support). Enter **30457** in the **Search** field to learn other ways to remove the back panel.

## Charging the Battery

---

Although the battery may come with a sufficient charge for you to complete the setup process and make a call, we recommend that as soon as possible you charge your Treo Pro smartphone until the indicator light is solid green to give it a full charge. See “Maximizing Battery Life” on page 28 for tips on minimizing power consumption and maximizing battery life.

1. Plug the USB cable into the USB AC charger. (Make sure that the chrome circle on the cable faces the chrome circle on the charger.)



\* Indicator Light

2. Plug the USB AC charger into a wall outlet.
3. Connect the USB cable to the bottom of your smartphone. Make sure the chrome circle on the cable faces up, toward the screen.
4. To confirm that your smartphone is being charged, wait about 30 seconds and then check the indicator light.
  - **Solid red:** Your smartphone is being charged.
  - **Solid green:** Your smartphone is fully charged.





If the battery is fully drained, it may take a few minutes for the indicator light to turn on when you connect your smartphone to the USB AC charger. If the indicator light still does not turn on, double-check the cable connection and the electrical outlet to which it is connected.

**Tip**

*Your smartphone receives a charge when it is connected to your computer with the USB cable; however, the charging rate is less than with the USB AC charger. It is not enough to charge a fully drained battery.*

## Checking Battery Power

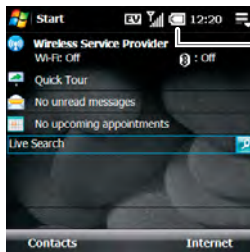
When your device is on (see “Turning Your Treo Pro Smartphone On and Off” on page 32), the onscreen battery icon on the **Today** screen displays the charging status:

- **Solid lightning bolt** : Battery is being charged.
- **Full battery** : Battery is fully charged and can be disconnected from the power source.
- **Partial battery** : Battery has power but is partially drained; the shading indicates approximately how much power the battery has.
- **Exclamation point** : Battery needs to be charged immediately.

**Important**

*Keep your battery charged. If your battery becomes fully drained for an extended period of time, your smartphone may take up to 20 minutes to turn on after you begin charging it using your AC charger.*

\* Battery Icon



**Tip**

*If the battery is low, the indicator light flashes red.*

---

*Tapping the battery icon on the **Today** screen opens a window showing the percentage level of charge left in the battery.*

---

*To go to the **Today** screen so you can view the battery icon, press **End** if you are not on a phone call. If you're on a call, press **Start** and select **Today**.*

## **Maximizing Battery Life**

Battery life depends on how you use your Treo Pro smartphone. Consumption factors include signal strength, use of accessories with Bluetooth® wireless technology, speakerphone usage, and the type of calls you make (data or voice). Increase battery life by following these easy guidelines:

- Charge your smartphone whenever you're at your desk, or charge it overnight each day. The battery in your device has a longer useful life when it is topped off frequently, versus being charged after it is fully drained.
- If you spend a lot of time using the camera, games, media players, or other applications, keep an eye on the battery icon and charge when necessary.
- The wireless features of your smartphone (phone, email, messaging, GPS, Web, and any applications that use data services or a Wi-Fi connection) generally consume more power than the nonwireless features (Calendar, Tasks, Notes). If you don't plan to use the wireless features on your device for a while, turn off your wireless services (see "Using Comm Manager to Turn Wireless Services On and Off" on page 221). You can forward calls to a different number or let all calls be picked up by voicemail (see "Forwarding Calls" on page 90).
- When checking personal email, set the synchronization interval to every 2 hours or more (see "Setting the Synchronization Schedule" on page 334).
- Turn off the Bluetooth feature on your smartphone when you do not need to make a Bluetooth connection.

- By default, the Wi-Fi feature on your smartphone disconnects and turns off when the screen is off. If you change the default Wi-Fi settings, be sure to turn off the Wi-Fi feature when it is not in use (see “Using Comm Manager to Turn Wireless Services On and Off” on page 221). You can also turn on the **Enable Power Savings** option in Wi-Fi Settings to conserve battery power (see “Customizing Wi-Fi Settings” on page 211).
- As with any wireless phone, if your phone is on and you’re in an area with no wireless coverage, your smartphone continues to search for a signal, and that consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone (see “Turning Your Phone On and Off” on page 34).
- Turn down the screen brightness (see “Adjusting the Brightness” on page 346).
- Turn off the screen saver (see “Viewing and Optimizing Power Settings” on page 364).
- Set your screen to turn off automatically after a shorter period of inactivity (see “Viewing and Optimizing Power Settings” on page 364).
- Turn off the option to receive beamed information if you’re not using it (see “Receiving Beamed Information” on page 220).
- Keep your battery and your smartphone away from direct sunlight and other sources of heat. Temperatures over 113 degrees Fahrenheit (45 degrees Celsius) can permanently reduce the capacity and life span of any lithium-ion battery.

**Did you know?**

*If your battery becomes fully drained, your information remains safely stored on your Treo Pro smartphone. Recharge the battery to access your information.*



## Setting Up Service

### *In This Section*

---

- ◆ Activating Your Treo™ Pro Smartphone by Palm
  - ◆ Turning Your Treo Pro Smartphone On and Off
  - ◆ Making Your First Call
  - ◆ Setting Up Your Voicemail
  - ◆ Creating Sprint Account Passwords
- 

Setting up service on your new Treo™ Pro smartphone by Palm is quick and easy. This section walks you through the necessary steps to unlock your smartphone, set up your voicemail, and establish passwords.

## Activating Your Treo™ Pro Smartphone by Palm

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If you purchased your smartphone at a Sprint store, your phone is probably activated and ready to use.

If you received your smartphone in the mail and you have a new Sprint account or a new line of service, your smartphone is activated automatically when you turn it on for the first time. To confirm your activation, make a phone call.

If you received your smartphone in the mail and you are activating a new phone for an existing number on your account, go online to activate your new smartphone. From your computer's Web browser, go to [sprint.com/activate](http://sprint.com/activate) and follow the onscreen instructions to activate your phone. When you have finished, make a phone call to confirm activation.

### **Important**

Do not press **End** while the smartphone is being activated. Pressing **End** cancels the activation process.

If your phone is still not activated or you do not have access to the Internet, contact Sprint Customer Service at 1-888-211-4727 for assistance.

## Turning Your Treo Pro Smartphone On and Off

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### **Note**

Throughout this guide the terms **smartphone** and **device** are used to describe the physical aspects of your Treo Pro smartphone. The term **phone** is used to describe the feature of your Treo Pro smartphone that enables you to connect to the Sprint National Network.

You can turn the phone and the screen of your Treo Pro smartphone off and on separately. This means you can wake up the screen to use just the organizer features of your device—such as Contacts, Calendar, and other nonwireless applications—without turning on the



phone. Also, when the screen is turned off, the phone can be on and ready for you to receive calls or messages.

When the screen is on but the phone is off, a screen saver appears, showing the date and time as well as the following two indicators:



One or more missed calls.





One or more unread text or multimedia messages.




## *Waking Up the Screen and Turning It Off*

The screen turns off automatically after a preset period of inactivity. Wake up the screen and leave the phone turned off when you want to use only the organizer features of your smartphone—for example, when you're on a plane and want to look at your calendar. You can also turn off the screen without turning off the wireless features of your smartphone.



1. To wake up the screen, press any of the following buttons:
  - *End*
  - *Center*
  - *Phone/Talk*
  - *Start*
  - *Calendar*
  - *Messaging*
2. Press *Center* on the *5-way* to turn off *Keyguard*.
3. To turn off the screen, do one of the following:
  - If the *Today* screen is displayed (see the figure on the next page), press *End* .  
(*Keyguard* turns on, and after a short delay, the screen turns off.)

- If you are using an application, press and hold **End** . (*Keyguard* turns on, and after a short delay, the screen turns off. The screen wakes up to the application you were using.)
- Press **Power** . (The screen turns off immediately, with *Keyguard* turned on. The screen wakes up to the **Today** screen or to the application you were using.)

## Turning Your Phone On and Off


When your phone is off, **Phone off** and the **phone-off**  icon appear at the top of the **Today** screen. If the status reads **No Service**, the phone is on, but you are outside a coverage area. An exclamation point (!) appears next to the **signal-strength**  icon. When you turn on your phone, it connects to a wireless network so that you can make and receive phone calls and use other wireless services. When you are inside a coverage area, the **signal-strength**  icon has bars in it.

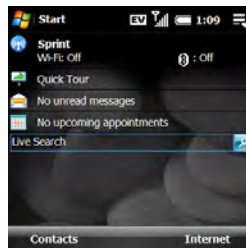
### To turn your phone on:

- ▶ Press and hold **Power** . (When your Treo Pro smartphone locates a signal, Sprint and the **signal-strength**  icon appear at the top of the screen, indicating that you can use the phone and Internet features.)

### To turn your phone off:

- ▶ Press and hold **Power** .

If the **Ringer** switch is set to **Sound On** , you hear a series of tones when you turn your phone on and off. For more information, see “Setting the Ringer Switch” on page 344.






### Tip

When the phone is on and the screen is off, the date and time screen saver appears. You can disable the screen saver. Press **Start**, select **Settings**, select the **System** tab, and then select **Power**. Select the **Screen Saver** tab, and then uncheck the **Enable Screen Saver** box.

## Making Your First Call

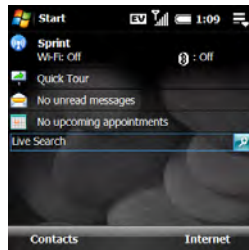
The battery comes with a sufficient charge for you to make your first call. But as soon as you can, we recommend charging your device until the indicator light is solid green to give it a full charge (see “Charging the Battery” on page 26).

1. Press **End**  to display your **Today** screen (see “Using Your Today Screen” on page 73).
2. If prompted, press **Center**  to turn off **Keyguard** (see “Locking Your Treo Pro Smartphone and Information” on page 354 for more information).
3. Make sure that your phone is on (see “Turning Your Phone On and Off” on page 34).
4. Press the numbers on the keyboard to enter the phone number you want to call.
5. Press **Phone/Talk**  to make the call.
6. If prompted, enter your four-digit lock code. (In most cases you are not prompted to enter a lock code. For security purposes, the lock code is not visible as you type.)

### Note

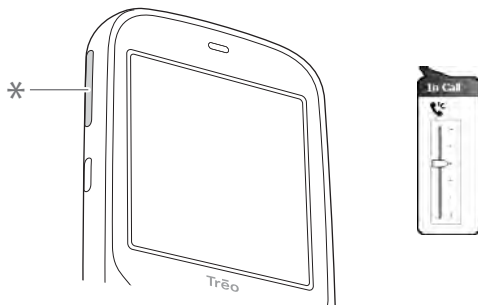
*If you can't recall your lock code, try using the last four digits of your wireless phone number. If this doesn't work, call Sprint Customer Service at 1-888-211-4727. See “Where to Learn More” on page 14 for other ways to get help from Sprint if you are having trouble with your service.*

7. When your call is complete, press **End**  to end the call.




## Adjusting Call Volume

While a call is in progress, press the **Volume** button on the side of your smartphone to adjust the call volume.



\* Volume Button

## What's My Phone Number?


1. Make sure that your phone is on (see "Turning Your Phone On and Off" on page 34).
2. Press **Start** [  ], select **Settings**, and then select **Phone**.

## Setting Up Your Voicemail

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All unanswered calls to your Treo Pro smartphone are automatically transferred to your voicemail, even if your phone is in use or turned off.

*To set up your voicemail:*

1. If you do not see your **Today** screen, press **End** .
2. Press and hold **1** on the keyboard to dial the Sprint voicemail system.
3. Follow the voice prompts to do the following:
  - Create your password.
  - Record your name announcement.
  - Record your greeting.
  - Choose whether to activate **Skip Pass Code**—a feature that lets you access your voicemail simply by pressing and holding **1**, bypassing the need for you to enter your password. (If you do not activate **Skip Pass Code**, your Treo Pro smartphone uses the Voicemail Pass Code feature, which requires you to enter your password each time you want to access your voicemail.)

### Note

*If you are concerned about unauthorized access to your voicemail account, we recommend that you use the Voicemail Pass Code feature.*

For more information about using your voicemail, see “Using Voicemail” on page 85.

## Creating Sprint Account Passwords

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As a Sprint customer, you enjoy unlimited access to your personal account information, your voicemail account, and your data services account. To ensure that no one else has access to your information, you need to create passwords to protect your privacy.

### ***Account Password***

If you are the account owner, you create an account user name and password when you sign on to [sprint.com](http://sprint.com). (To get started, click ***Need to register for access?*** in the sign-in area of the Web site.) If you are not the account owner (if someone else receives the bill for your Sprint service), you can get a subaccount password at [sprint.com](http://sprint.com).

### ***Voicemail Password***

You create your voicemail password when you set up your voicemail. See “Setting Up Your Voicemail” on page 37.

### ***Data Services Password***

With your Treo Pro smartphone, you can elect to set up an optional data services password to control access and authorize Premium Service purchases.

For more information, or to change your passwords, sign on to [sprint.com](http://sprint.com) or call Sprint Customer Service at **1-888-211-4727**.

## Connecting to Your Computer

### *In This Section*

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- ◆ Synchronization Methods
  - ◆ What Can I Synchronize?
  - ◆ Setting Up Your Computer for Synchronization
  - ◆ Synchronizing With a USB Connection
- 

Synchronizing means that information that has been entered or updated in one place—your Treo™ Pro smartphone by Palm, your computer, or your corporate server—is automatically updated in the other. There's no need to enter information twice. Some types of synchronization can happen on an automated schedule, so you don't even have to think about it.

After you get into the habit of synchronizing regularly, you can see what a powerful tool synchronization is for transferring, updating, and backing up large amounts of information on your smartphone.

# Synchronization Methods

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There are a number of ways to make synchronization occur. You can install desktop sync software on your computer to synchronize, or you may be able to synchronize wirelessly with an Exchange server. You can also maximize your sync options and sync with both an Exchange server and desktop sync software.

## *Synchronizing With Desktop Sync Software*

To synchronize the information between your Treo Pro smartphone and your computer, the desktop synchronization software must be installed on your computer and you must connect your device to your computer using one of the following methods:

- **Connect using the USB cable:** When you connect your device to your computer using the USB cable, synchronization begins automatically. (See “Synchronizing With a USB Connection” on page 48.)
- **Connect using Bluetooth® wireless technology:** You must first set up the Bluetooth connection. (See “Synchronizing Over a Bluetooth® Wireless Technology Connection” on page 336.)
- **Connect using infrared (IR) technology:** You must first set up your computer to receive infrared beams. (See “Synchronizing Over an Infrared Connection” on page 337.)

**If you have a Windows® XP computer:** The desktop sync software is called ActiveSync® desktop software.

**If you have a Windows Vista® computer:** The desktop sync software is called Windows Mobile Device Center.

You install the desktop sync software by connecting your Treo Pro smartphone to your computer. You must install this software even if you have already installed a previous version of desktop sync software.

Regardless of the desktop sync software you use, the sync application on your Treo Pro smartphone is called ActiveSync.



## Synchronizing Wirelessly With Microsoft Exchange Server

You can set up your Treo Pro smartphone to synchronize email, contacts, calendar events, tasks, and other information directly with Microsoft® Exchange Server 2007 or with Exchange Server 2003 upgraded to Service Pack 2 using Microsoft Exchange ActiveSync. If you plan to do this, you need your mail server address and domain name, as well as your Exchange server account user name and password. See “Setting Up an Exchange Server Account” on page 125 and “Setting Up Wireless Synchronization” on page 332. If you choose this method, synchronization takes place automatically after setup. You do not need to install the desktop sync software to use this method.

### Note

*We recommend that you install the desktop sync software even if you synchronize wirelessly with the server. You need the desktop sync software to synchronize pictures, videos, music files, and other information directly with your computer.*

## What Can I Synchronize?

You must have Microsoft® Outlook® 2003 or later installed on your computer to synchronize the information in these applications:



The information in these applications synchronizes with Outlook by default whether you use desktop sync software or wireless synchronization with Microsoft Exchange ActiveSync.

### Tip

*If you don't already have Outlook installed on your computer, you can install a 60-day trial version of Outlook 2007 in **Setup Mode**. See “Switching Between Sync Mode and Setup Mode” on page 46.*

If you set up synchronization with the desktop sync software, information in the **Favorites** application is synchronized by default as well.

**Did you know?**

*Synchronizing Favorites gives you an easy way to get favorites from the Web browser on your computer into the Web browser on your Treo Pro smartphone. Just add them to the folder called Mobile Favorites, which shows up in your computer's browser. When you sync, they become available on your device as well. Backup copies of any favorites that you add on the smartphone browser are also stored in the Mobile Favorites folder.*

You can choose which applications to sync—provided that the application appears in the sync list. For example, you can choose not to sync **Tasks**. See “Changing Which Applications Synchronize” on page 338 for details on choosing applications from the sync list.

You can also use the **Files** sync folder to sync files from applications that don't appear in the sync list. For example, you can sync Microsoft® Word, Microsoft® Excel®, Microsoft® PowerPoint®, Microsoft® OneNote®, and Adobe Acrobat® (PDF) files, as well as pictures, music, and videos that originate on your Treo Pro smartphone. See “Synchronizing Microsoft® Office and Other Files” on page 280 and “Synchronizing Your Media Files” on page 225 for details on using the **Files** sync folder.

If you want to synchronize music, pictures, and videos from your Windows Media® Player library, you need Windows Media Player 10 or later on your computer, in addition to desktop synchronization software.

**Tip**

*If you don't have Windows Media Player installed on your computer, download it for free from [microsoft.com](http://microsoft.com).*

If you want to synchronize with a personal information manager (PIM) other than Microsoft Office Outlook, you must install a third-party solution. Contact the PIM's vendor to learn whether software is available for your Treo Pro smartphone.

**Note**

*If you're switching from a previous Windows Mobile® device or from a device using Palm OS® by ACCESS, you can learn how to move content to your Treo Pro smartphone by going to [palm.com/support](http://palm.com/support)*

The following table lists the types of information you can synchronize and the methods to use.

<i>Information type</i>	<i>Method</i>	<i>Where to learn more</i>
Outlook Contacts, Calendar, Tasks	Desktop sync software (sync with computer) or Exchange ActiveSync (direct sync with server)	“Setting Up Your Computer for Synchronization” on page 44 or “Setting Up Wireless Synchronization” on page 332
Outlook Email	Desktop sync software or Exchange ActiveSync	“Setting Up Your Computer for Synchronization” on page 44 or “Setting Up Wireless Synchronization” on page 332
Word, Excel, PowerPoint, OneNote, and PDF files	Desktop sync software	“Setting Up Your Computer for Synchronization” on page 44 “Synchronizing Microsoft® Office and Other Files” on page 280
Pictures, music and video files	Desktop sync software and Windows Media Player	“Setting Up Your Computer for Synchronization” on page 44 “Synchronizing Your Media Files” on page 225
Outlook Notes	Desktop sync software	“Setting Up Your Computer for Synchronization” on page 44 “Synchronizing Microsoft® Office and Other Files” on page 280
Files to be transferred to an expansion card	Desktop sync software	“Setting Up Your Computer for Synchronization” on page 44 “Synchronizing Microsoft® Office and Other Files” on page 280

## Setting Up Your Computer for Synchronization

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Before you can synchronize, the desktop sync software must be installed. You must install the software that came with your Treo Pro smartphone, even if you already have a previous version of the desktop sync software installed on your computer.

### **Before You Begin**

*If you are installing the software on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.*

## System Requirements

Your computer must meet the following minimum system requirements:



- Windows XP Service Pack 2 or Windows Vista (later versions may also be supported).
- 32MB of available memory (RAM).
- 170MB of free hard disk space.
- Available USB port.
- USB cable (included with your smartphone).
- Internet connection.

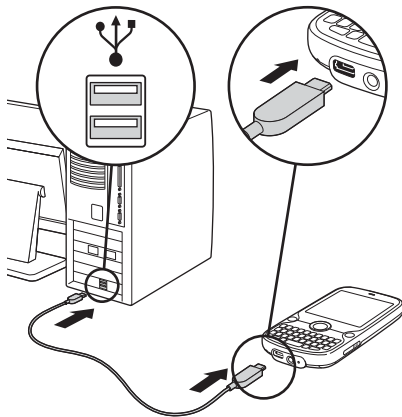
## Installing Desktop Sync Software: Windows XP and Windows Vista

When your smartphone is in **Setup Mode** and is connected to your computer with the USB cable, it automatically starts the process of setting up your computer to synchronize with your smartphone. If you have a Windows XP computer, the desktop sync software is called ActiveSync desktop software. If you have a Windows Vista computer, the desktop sync software is called Windows Mobile Device Center. On your Treo Pro smartphone, the sync application is called ActiveSync. The Treo Pro smartphone setup program recognizes whether you have a Windows XP or Windows Vista computer and automatically directs you to install the correct software.

## Before You Begin

*Windows XP: If you want to sync pictures, videos, and music from your Windows Media Library, you must install Windows Media Player 10 or later before you install ActiveSync desktop software.*

1. Close any applications that are currently running on your computer, including those running in the background. (Your computer must have all its resources available before you can install the software.)
2. On your smartphone, press **Start**  and select **Programs**.
3. Select **PC Setup** , and then select **Set up my PC**.
4. Plug the USB cable into a USB port or a powered USB hub on your computer.



**Tip**

*For best performance, plug your USB cable directly into a USB port on your computer. If your computer has USB ports on both the front and back, we suggest using the back port. If you use a USB hub, make sure it is a powered hub.*



5. Connect the USB cable to the bottom of your smartphone to run setup. (The Setup window may take a minute or so to open on your computer.)
6. On your computer, select **Install sync software on your PC** and follow the installation instructions that appear on both your computer and your device. (If prompted on a Windows Vista computer, click **Continue**.)
7. Click **Sync your PC and Treo**, or disconnect your Treo Pro smartphone from your computer and synchronize later by simply reconnecting them (see “Synchronizing With a USB Connection” on page 48).


## Switching Between Sync Mode and Setup Mode

After setup is complete and you synchronize for the first time, the connection switches from **Setup Mode** to **Sync Mode**. In **Sync Mode**, your device synchronizes with your computer every time you connect them using the USB cable, provided that you have the current version of the desktop sync software installed on your computer. The connection stays in **Sync Mode** unless you manually switch it to **Setup Mode**. For example, if at some point after initial setup you decide to download the *User Guide*, you need to switch to **Setup Mode**. Or if you didn't install the desktop sync software, or you want to install it on another computer, you use **Setup Mode** to do it.

**Important**

*Even if you are in **Sync Mode**, synchronization cannot take place unless you have the desktop sync software installed on your computer. If you did not install the software during initial setup but you want to synchronize, switch to **Setup Mode** so that you can install the software.*

1. Press **Start**  and select **Programs**.
2. Select **PC Setup** , and then select **Set up my PC**.

3. Press **OK** .
4. Connect your smartphone to your computer to run Setup. (See “Installing Desktop Sync Software: Windows XP and Windows Vista” on page 44 for details.)


## *Using the Desktop Sync Software*

After the desktop sync software is installed on your computer, synchronization happens automatically anytime you connect your Treo Pro smartphone to your computer, as described in the next section. You can also open the desktop sync software window on your computer to perform the following tasks:

- Install applications from your computer to your Treo Pro smartphone (see “Installing Applications From Your Computer” on page 320) or to an expansion card inserted into the expansion card slot on your device (see “Installing Applications Onto an Expansion Card” on page 321).
- Change which applications synchronize (see “Changing Which Applications Synchronize” on page 338).
- In ActiveSync desktop software on a Windows XP computer, enter settings to synchronize wirelessly with Microsoft Exchange Server 2007 or with Exchange Server 2003 upgraded to Service Pack 2 (see “Setting Up an Exchange Server Account” on page 125).
- Enter settings to synchronize wirelessly (see “Setting Up Wireless Synchronization” on page 332).

**Did you know?** *Whether you enter changes on your Treo Pro smartphone or on your computer, the changes are transferred to the other location the next time you synchronize.*

To open the desktop sync software, do one of the following:

**Windows XP:** To open the ActiveSync desktop software window, double-click the **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen. (If you don't see the ActiveSync icon in the taskbar, click **Start > All Programs > Microsoft ActiveSync** to open the ActiveSync window.)

**Tip**

You can set the ActiveSync window to open automatically when you connect your computer and your Treo Pro smartphone. In the ActiveSync window, select **File > Connection Settings**, and then check the **Open ActiveSync when my device connects** box.

**Did you know?**

The ActiveSync icon turns from gray to green when your device is connected to your computer.

**Windows Vista:** To open Windows Mobile Device Center, click **Start > All Programs > Windows Mobile Device Center**.

Desktop software installation also creates a folder for your device on your computer. When your device is connected to your computer, opening **My Computer** or **Windows Explorer** (Windows XP) or **Computer** (Windows Vista) displays an icon representing your Treo Pro smartphone. Double-click this icon to display folders containing items you synchronized, such as music files, pictures, and videos.

## Synchronizing With a USB Connection




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Every time you connect your Treo Pro smartphone to your computer, the desktop sync software automatically turns on and checks whether changes you made on the computer or on the device need to be synchronized.

**Important**

Use the USB cable that came with your Treo Pro smartphone. If you need to use a replacement cable, make sure it is approved by Palm for use with your smartphone. Using an unapproved cable may cause sync errors.



1. Connect your smartphone to your computer.
2. Check for synchronization progress: (If you don't see the correct icon, make sure that the desktop synchronization software that came with your Treo Pro smartphone is running on your computer.)
  - **Windows XP:** Look for the animated **ActiveSync**  icon at the top of your smartphone screen and the **ActiveSync**  icon in the taskbar on your computer.
  - **Windows Vista:** Look for the animated **connection**  icon at the top of your smartphone screen.

If you have any problems synchronizing, see “Synchronization” on page 387 for troubleshooting suggestions.

#### Tip

*For best performance, plug your USB cable directly into a USB port on your computer. If your computer has USB ports on both the front and back, we suggest using the back port. If you use a USB hub, make sure it is a powered hub.*

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*We recommend that you also use the included **Sprite Backup** utility to back up your information. This backup-and-restore utility preserves the data and settings that are not backed up during synchronization, protecting your data and settings if your Treo Pro smartphone is ever lost or stolen, or if you ever need to do a hard reset.*

#### Did you know?

*Your Treo Pro smartphone is being charged through your computer whenever the USB cable is connected to a powered USB port on your computer. However, it takes longer to charge your device through your computer than with the AC charger that came with your smartphone.*



***Your Treo™ Pro  
Smartphone by Palm***





## ***Moving Around on Your Treo Pro Smartphone***

### *In This Section*

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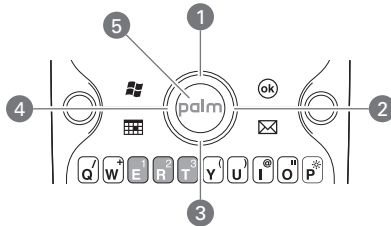
- ◆ Moving Around on the Screen
  - ◆ Using the Keyboard
  - ◆ Opening and Closing Applications
  - ◆ Using Your Today Screen
-

## Moving Around on the Screen

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To move around on the Treo™ Pro smartphone by Palm screen, you can use the **5-way navigator** or you can tap items on the screen with the stylus. With use, you can find your own favorite way to scroll, highlight, and select items.

Using the **5-way**, press **Right** ►, **Left** ◀, **Up** ▲, or **Down** ▼ to move around on the screen. Press **Center** ○ to select highlighted items.



- 1 Up ▲
- 2 Right ►
- 3 Down ▼
- 4 Left ◀
- 5 Center ○

### Tip

Some third-party applications may not work with the 5-way navigator, and you must use the stylus instead.

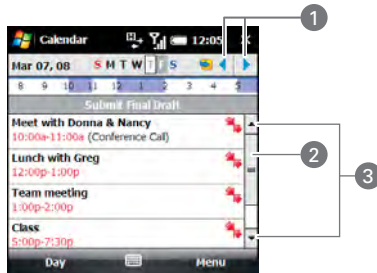
The arrow icons that indicate directions on the 5-way are different from the onscreen scroll arrows and the arrows that indicate that a list is available (see "Selecting Options in a List" on page 60).

## Scrolling Through Screens

As on a computer, on your Treo Pro smartphone you scroll to move from field to field or from page to page, or in some cases to highlight an item or option in a list. There are several methods of scrolling:

- On the **5-way**, press **Right** ▶, **Left** ◀, **Up** ▲, or **Down** ▼ to move to the next field, button, or action in that direction.
- Press and hold **Option** (the white key below the A key on the keyboard) and then press **Up** ▲ or **Down** ▼ to scroll one screen at a time. (These keys work just like the Page Up and Page Down keys on a computer keyboard.)
- Press and hold **Option** and then press **Left** ◀ or **Right** ▶ to jump to the top or bottom of the current screen.
- When viewing a screen with tabs, such as when adding a contact, press **Down** ▼ to scroll to the tabs, and then press **Left** ◀ or **Right** ▶ to move between tabs.
- When inside a text field, press **Right** ▶ or **Left** ◀ to move to the next character, and press **Up** ▲ or **Down** ▼ to move between lines.
- When inside a list, press and hold **Up** ▲ or **Down** ▼ to rapidly scroll through the list.
- Tap an onscreen scroll arrow.
- Tap and drag the slider of an onscreen scroll bar.

- 1 Scroll Arrows
- 2 Scroll Bar With Slider
- 3 Scroll Arrows





### Tip

When you are using applications such as Messaging, Internet Explorer® Mobile, and Word Mobile, press **Option** and then press **Left** or **Right** on the **5-way** to go to the beginning or end of the current line.

## Closing Screens

To accept the information you entered on a screen and to return to the previous screen, do one of the following:

- Press **OK** .
- Use the stylus to tap  in the upper-right corner of the screen. (This button is not accessible using the **5-way**.)

### Note

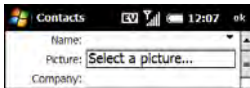
When you close a screen, the application still runs in memory. See “Viewing Memory Usage” on page 363 for instructions on viewing the amount of memory in use versus viewing the available memory. See “The Applications Are Running Slower Than Usual” on page 380 for instructions on closing applications and freeing up memory.

## Highlighting and Selecting Items

On most screens, one item—a button, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use the **5-way** to move the highlight from one item to another before opening or selecting it.

The highlight can take one of two forms, depending on what is highlighted:

- **Border:** This rectangular border highlights items such as an onscreen button (**OK**, **Dismiss**), a check box, an option, or a Web link.





- **Light text on a dark background:** This highlights items such as a phone number, an email address, text, or an item in a list.



After highlighting an item with the **5-way**, you can select or activate it by pressing **Center** ○ or by tapping the item with the stylus.

**Tip**

*The best way to learn to use the **5-way** is to experiment. Press the **5-way** buttons, and as you do, follow the movement of the border around the screen. The behavior of the **5-way** varies slightly in each application.*

## Highlighting Text

You can use the stylus to highlight text on the screen:

- Tap and drag the stylus across the text you want to highlight.
- To highlight a word, double-tap it.
- To highlight a paragraph, triple-tap it. (This works, for example, in Microsoft OneNote and Word, but may not work in all applications.)

**Tip**

*When text is highlighted, you can press **Backspace** to delete the highlighted text.*

## Using the Softkeys

The left and right softkeys give you quick access to tasks that you can do on the current screen, so the softkey items vary from application to application and from screen to screen. Look on the screen directly above the softkeys to see the actions that they make available in the current context. In some contexts, these keys do nothing at all. In most cases the right softkey opens the menu and the left softkey activates a specific item, such as **New** or **Edit**. Remember that softkey functions vary from screen to screen, so be sure to check the onscreen label before pressing the softkeys.

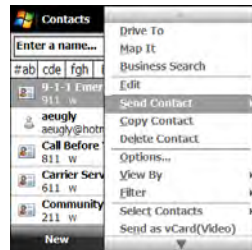


- 1 Left Softkey Activates This Item
- 2 Right Softkey Activates This Item

## Selecting Menu Items

In many applications, a menu provides access to additional features. The menu is hidden until you press **Menu** (right softkey). To get the most out of your smartphone, it's a good idea to familiarize yourself with the additional features available through the menu in various applications.

1. Press **Menu** (right softkey).
2. Press **Up** ▲ or **Down** ▼ to highlight a menu item.
3. If an arrow appears next to a menu item, press **Center** ○ or **Right** ► to display additional options for that item, and then press **Up** ▲ or **Down** ▼ to highlight a menu item. (To return to the main menu without making a selection, press **Left** ◀.)
4. Press **Center** ○ to select the menu item, or press **Left** ◀ or **Menu** (right softkey) to close the menu and cancel your selection.



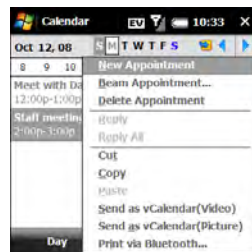
**Did you know?** You can select most menu items by pressing a key on the keyboard. To quickly access a menu item, press **Menu** (right softkey) followed by the underlined letter in the menu item's name.

## Selecting Items in a Shortcut Menu

Most applications also provide access to context-sensitive shortcut menus—similar to the right-click menus on a computer. The shortcut menu items vary based on the highlighted selection.

1. Highlight the item or text for which you want to see a shortcut menu.
2. Press and hold **Center** ○ to open the shortcut menu.
3. Press **Up** ▲ or **Down** ▼ to highlight a menu item.
4. Press **Center** ○ to select the menu item or press **Left** ◀ to cancel your selection.

**Tip** You can also tap and hold the stylus on an item to open the shortcut menu.








## Selecting Options in a List

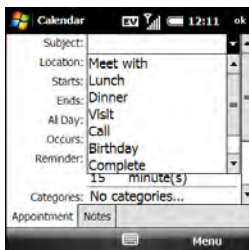
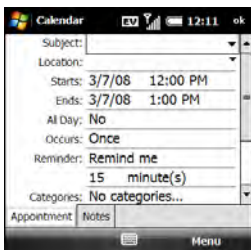
Lists enable you to select from a range of options. You can identify whether a list is available when you select the field. If a rectangle appears around the field, along with a downward-pointing arrow, a list is available. Lists are different from the menus described earlier in this section.

### Tip

When selecting fields, you might not see the downward-pointing arrow until you press **Center** on the **5-way**. In fields where you see a downward-pointing arrow but no rectangle, you must tap the arrow with the stylus to display the list.

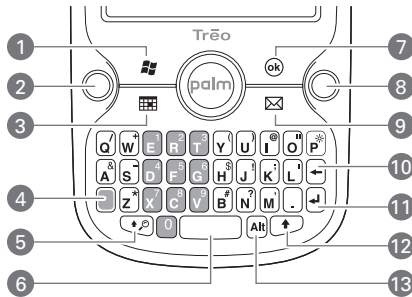
You can do any of the following with a list:

- Use the **5-way** to highlight the field, and then press **Center**  to display the items in the list. Press **Up**  or **Down**  to highlight the item you want, and then press **Center**  to make your selection.
- Use your stylus to tap the arrow, and then tap the item in the list.
- Press **Left**  to exit the list and cancel your selection.



## Using the Keyboard

When using the keyboard, most people find it easiest to hold the smartphone with two hands and to use the tips of both thumbs to press the keys.






- 1 Start
- 2 Phone/Talk
- 3 Calendar
- 4 Option
- 5 Shift/Search
- 6 Space
- 7 OK
- 8 End
- 9 Messaging
- 10 Backspace
- 11 Return
- 12 Shift
- 13 Alt

## Understanding the Backlight

Your smartphone includes both a keyboard backlight and a screen backlight for low light conditions. Both backlights turn on when you turn on the screen. The keyboard backlight turns off automatically after 30 seconds. When you use the keyboard again and the screen is already awake, the keyboard backlight turns on for another 30 seconds.

The screen backlight remains on until there is no keyboard or stylus activity for 30 seconds, and then the screen dims. The screen backlight turns off automatically when the screen turns off or when you are on a call or are playing music in the background for longer than the time specified in **Backlight Settings**. The screen backlight also turns off when an application's power-saving features turn it off. You can set different shut-off intervals depending on whether the smartphone is operating on battery power or is connected to an external power source.

To change the screen backlight shut-off interval, do the following:



1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Backlight** .
3. On the **Battery Power** tab, select a shut-off interval from the list.
4. Select the **External Power** tab and select a shut-off interval from the list.
5. Press **OK** .

### Tip

You can also adjust the backlight brightness. See "Adjusting the Brightness" on page 346 for details.

## Entering Lowercase and Uppercase Letters

By default, the first letter of each sentence or field is capitalized and the remaining text you enter is lowercase. To enter other uppercase letters, do one of the following:

- Press **Shift** ( or ) and then enter a letter. (You don't need to press and hold **Shift** while entering a letter, but after you press **Shift**, it stays active for only 2 seconds.)

- Press **Shift** (⇧) or (⇧) twice to turn on **Caps Lock**, and then enter a series of letters. (When **Caps Lock** is on, this symbol appears at the bottom of the screen: ⌨. To turn off **Caps Lock**, press **Shift** (⇧) or (⇧) again.)

**Tip**

You can turn off the first-letter capitalization setting. For details see “Setting Onscreen Input Options” on page 352.

## Entering Numbers, Punctuation, and Symbols

Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:


- Press **Option** (⌥) and then press the key of the desired character. (You don’t need to hold **Option** while pressing the key, but after you press **Option**, it stays active for only 2 seconds. When **Option Lock** is active, this symbol appears at the bottom of the screen: ●.)
- Press **Option** (⌥) twice to turn on **Option Lock**, and then press the desired keys to enter a series of characters. To turn off **Option Lock**, press **Option** (⌥) again.)

## Entering Passwords

You can’t see your password as you enter it, so be careful. Be sure that **Caps Lock** and **Option Lock** are not on unless you need them. For information on how to enter characters, see “Entering Lowercase and Uppercase Letters” on page 62 and “Entering Numbers, Punctuation, and Symbols” on page 63.




## Entering Other Symbols and Accented Characters

You can enter symbols and accented characters that don't appear on the keys by using the *alternate characters* list.

1. Press **Alt**  to display the *alternate characters* list.
2. Narrow the list by pressing the key that corresponds to the character you want. (See the following table for a list of corresponding characters.)

### Tip

The alternate characters are grouped according to their similarity to the corresponding key. For example, the alternate character available for the **R** key is ® and for the **T** key is ™. If you press the wrong key, press **Backspace** to return to the full list of alternate characters. You can then press another key.

3. Press **Up**  or **Down**  to highlight the desired character.
4. Press **Center**  to insert the character.


If you don't know which key to press to narrow the list when entering a symbol, you can scroll through the full list until you find the character you want.









### Tip


If you want to enter an underscore (**\_**), select it from the list that appears when you press **Alt** by itself.



## Symbols and Accented Characters


<i>Press Alt  and then press...</i>	<i>to select...</i>
a	á à â ã ä å æ
A	Á À Â Ã Ä Å Æ
b or B	ß
c	ç ¢ ©
C	Ç ¢ ©
e	é è ê ê
E	É È Ê Ê
f or F	f
i	í î ï ï
I	Í Î Ï Ï
l or L	£
n	ñ
N	Ñ
o	ó ò ô õ ö ø ö
O	Ó Ò Ô Õ Ö Ø Æ Õ
p or P	¶%
r or R	®
s	ß š
S	ß Š
t or T	™
u	ú ù û ú


<i>Press Alt  and then press...</i>	<i>to select...</i>
U	Ú Û Ü Ů
x or X	x ✕
y	ý Ÿ
Y	Ý Ÿ
0	°
1 (  + E)	1 ¼ ½
2 (  + R)	2 <sup>2</sup>
3 (  + T)	3 <sup>3</sup> ¾
! (  + J)	¡
\$ (  + H)	€ £ ¥ ¢
; (  + K)	;-) :-(-;-)
? (  + N)	¿

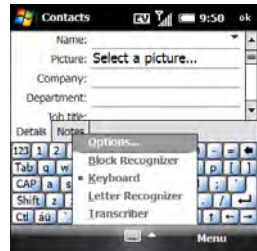
Press **Alt**  by itself to select these additional characters:

: & \_ • % = + ^ \$ € £ ¥ ¢ \$ [ ] { } < > « » © ® ° ~ \ Ø μ |

## Selecting Onscreen Input Methods

You can also enter information using the onscreen keyboard as well as several methods that recognize writing with the stylus. The onscreen keyboard is available when you see the **Keyboard**  icon at the bottom of the screen.

1. Tap the **Keyboard**  icon to display the onscreen keyboard. (Tap keys on the onscreen keyboard to enter text. Tap the icon again to remove the onscreen keyboard.)
2. (Optional) After the onscreen keyboard is displayed, tap the white arrow next to it to select one of three other input methods:
  - **Block Recognizer:** Use a single stroke to write letters, numbers, symbols, and punctuation, which are then converted into typed text.
  - **Letter Recognizer:** Write individual letters, numbers, and punctuation, which are converted into typed text.
  - **Transcriber:** Write in cursive, print, or both.



### Tip





You can set options to customize these applications for your input style (see "Setting Onscreen Input Options" on page 352).




### Note













The input method you specify applies only to entering information using the screen. You can enter information using the keyboard on your Treo Pro smartphone regardless of the onscreen input method you choose.

# Opening and Closing Applications

## Using the Buttons


The front of the Treo Pro smartphone has four buttons that you can use to open applications: **Start** , **Calendar** , **OK** , and **Messaging** .

Each of the buttons has two functions. To use a button's primary function, simply press the button. To use a button's secondary function, press and hold **Option**  while you press the button. Pressing **Phone/Talk**  or any of the buttons (except **OK** ) automatically wakes up your screen. See "Waking Up the Screen and Turning It Off" on page 33.

<i>Button</i>	<i>Primary Function</i>	<i>Secondary Function</i>
	Start menu	 +  File Explorer
	Calendar	 +  Notes
	OK (close window)	 +  Task Manager
	Messaging	 +  Tasks



## Using the Start Menu

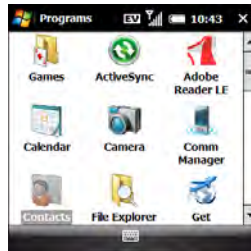
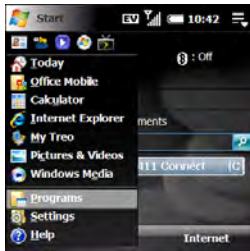
You can access all the applications on your Treo Pro smartphone through the **Start** menu:

1. Press **Start**  to open the **Start** menu.
2. Use the **5-way navigator** to highlight the application you want to use. (To view additional applications, select **Programs**.)

### Note

If an application appears in the **Start** menu, it does not appear in **Programs**. For example, you see **File Explorer** when you press **Start**, but you do not see **File Explorer** when you select **Programs**.

3. Press **Center**  to open the highlighted application.
4. (Optional) Press **OK**  to return to the previous screen. (The current application continues to run in the background.)



**Did you know?** You can customize the **Start** menu. See “Arranging the Start Menu” on page 348 for details.

**Tip** With the **Start** menu open, you can press the letter underlined in the application’s name to open the application. For example, press **H** to open **Help**. You can also use the **5-way** to select the shortcut icons at the top of the **Start** menu when you want to open recently used applications.

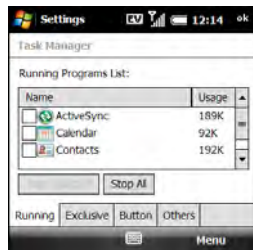
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In **Programs**, press a letter to jump to the first application that begins with that letter. For example, press **P** to jump to **PC Setup**. Press **P** again to jump to **Pocket Express**, and so on.

## Closing Applications

Applications that you open stay open in the background if you are not using them. If you want to close an application (stop it from running in the background), you can tap the **X** in the upper-right corner of the application, or you can do it with **Task Manager**. Closing an application is usually not necessary; but if you're concerned about power usage or want to free up memory, close some or all applications.

1. Press and hold **OK** (Ⓞ) to open **Task Manager**.
2. Do one of the following:
  - To view programs in order of memory usage, tap **Usage**. (Tap again to reverse the order.)
  - To close one or more individual programs, check the boxes next to the programs and select **Stop Selected**.
  - To close all programs except the ones you specify, check the boxes next to the programs you do not want to close, press **Menu** (right softkey), and select **Stop All but Selected**.
  - To close all open programs, select **Stop All**.



### Tip


If an **X** appears in the upper-right corner of an application screen, you can tap the **X** with the stylus to close the application. You can turn this feature on and off or change it so that tapping **X** sends the application to the background but does not close it. Press and hold **OK** to open **Task Manager**, select the **Button** tab, and then select the option you want.

You can also close applications by tapping the **Running Programs** icon in the upper-right corner of the **Today** screen and then tapping the **Close** icon by the program name.

## Defining Exclusive Programs

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You can mark an application as exclusive. An exclusive application remains open even if you stop some or all applications.


1. Press and hold **OK**  to open **Task Manager**.
2. On the **Running** tab, tap and hold the application name with the stylus.
3. Select **Add Exclusive**.

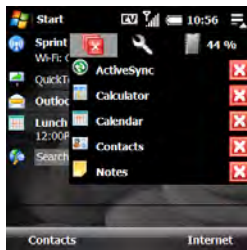
### Tip

To remove an application from the **Exclusive Programs List**, press and hold **OK** to open **Task Manager**. Select the **Exclusive** tab, check the box next to the application name, and select **Remove**.

## Switching Among Open Applications With the Quick Menu

---

1. Go to your **Today** screen.
2. Tap the **Running Programs**  icon in the upper-right corner of the screen to open the **Quick Menu**.
3. Select the program you want to use.





**Tip**

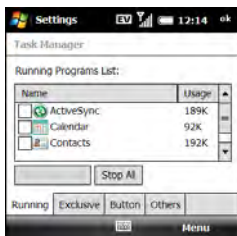
You can tap the icons on the **Quick Menu** to close applications, open **Task Manager**, and check system memory.

## Customizing the Quick Menu

---

If the **Quick Menu** is enabled, you see the **Running Programs**  icon in the upper-right corner of the screen.



1. Press and hold **OK**  to open **Task Manager**.
2. To remove the **Quick Menu** from your **Today** screen, select the **Button** tab and uncheck the **Enable Quick Menu on Today screen** box.
3. Select the **Others** tab and select the sort method for programs in the **Quick Menu**.





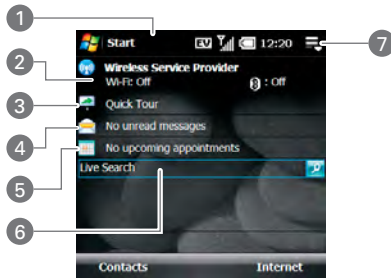
## Using Your Today Screen

From your **Today** screen you can see your current appointments and messages at a glance. You can also make a call, search the Web, and manage your device from your **Today** screen.



- ▶ To access your **Today** screen, press **End** . (If your screen is off, pressing **End**  wakes it up.)

### Tip

You can also access your **Today** screen by pressing **Start** and selecting **Today**.



1. **Title Bar and Status Information:** See “Checking Signal Strength and Phone Status” on page 106 to learn about the icons that appear in this area.
2. **Wireless Service Indicator:** Shows whether the Bluetooth® technology and Wi-Fi features are on or off. Also displays Sprint if the phone is on.
3. **Quick Tour:** Select to open the **Quick Tour**, which introduces you to many of your Treo Pro smartphone’s features.
4. **Messaging Status Field:** Shows the number of unread email, text, and multimedia messages. Email messages are listed by email account. Select an account or select **Text Messages** to open the corresponding Inbox.

5. **Calendar Status Field:** Shows upcoming appointments. Select this field to open the **Calendar** application.
6. **Live Search:** Enter a term you want to look up, and press **Center**  or **Return**  to view a list of search results from the Internet (data services connection required).
7. **Running Programs Icon:** Tap to open the **Quick Menu**, which shows all open applications so you can quickly switch between them or close them.

You can select a picture for your **Today** screen background and select which items appear on the **Today** screen. See “Today Screen Settings” on page 342 for details.

## ***Using the Phone Features***

### *In This Section*



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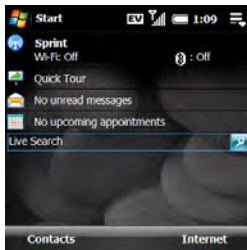
- ◆ Accessing Your Today Screen
  - ◆ Making Calls
  - ◆ Receiving Calls
  - ◆ Using Voicemail
  - ◆ What Can I Do When I'm On a Call?
  - ◆ Managing Multiple Calls
  - ◆ Assigning Speed-Dial Numbers
  - ◆ Using a Phone Headset
  - ◆ Customizing Phone Settings
  - ◆ Controlling Your Roaming Experience
  - ◆ Checking Signal Strength and Phone Status
-

## Accessing Your Today Screen

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You can make and receive calls and store speed-dial entries right from your *Today* screen.

- ▶ To go to your *Today* screen, press **End** . (If your screen is off, pressing **End**  wakes it up.)



## Making Calls

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Your Treo™ Pro smartphone by Palm offers several ways to make phone calls. Try them all to discover which methods you prefer.

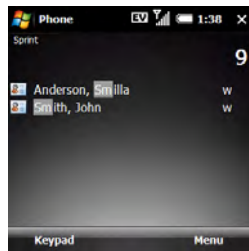
### Dialing With the Keyboard

From your *Today* screen, you can dial a phone number simply by pressing the white number keys on the keyboard. Your smartphone opens the *Phone* screen. If the numbers you are pressing match a contact in the *Contacts* application, the contact name appears.

## Dialing by Contact Name

You can look up contacts quickly by entering just a few letters of a contact's name directly from your **Today** screen. Before you can dial a call by contact name, you must create some contacts (see “Adding a Contact” on page 258) or import them by synchronizing (see “Connecting to Your Computer” on page 39).






1. Go to your **Today** screen.
2. Use the keyboard to type the first or last name of the contact you want to call. (If you enter both the first and last name [or the first letters of each], enter a space between the two names.)



### Tip

To delete letters when correcting a misspelled name, press **Backspace**.

If you press **E**, **R**, or any other key that displays both a letter and a number, you see onscreen not only matching names but the number as well. The numbers do not affect the process for dialing by contact name.


3. Matching contacts are displayed with a code for the type of number you last entered for that contact: “w” for work, “m” for mobile, and so on.
  - If the contact name appears with the code for the number you want to dial, highlight the name and press **Phone/Talk**  to dial the number.
  - If you want to dial a different number for a displayed contact, highlight the contact name and press **Right**  or **Left**  until the code you want appears. Press **Phone/Talk**  to dial the number associated with the code.
  - If you want to select from other ways to communicate with that person, highlight the contact's name, press **Center**  (or tap and hold with the stylus), and then select the communication method you want to use.

## Dialing With a Speed-Dial Button

Before you can use a speed-dial button, you must create some speed-dial entries. See “Assigning Speed-Dial Numbers” on page 92.




1. Go to your **Today** screen.
2. Press and hold the key or keys that you assigned as a speed dial to the contact number you want to call. (If you have assigned a two-digit speed dial to this number, press the first key and then press and hold the second key.)

## Dialing by Company Name

1. Go to your **Today** screen.
2. Press **Contacts** (left softkey).
3. Press **Menu** (right softkey), select **View By**, and then select **Company**.
4. Select the number you want to dial, and press **Phone/Talk**  to dial.

## Dialing From a Web Page or Message

Your Treo Pro smartphone recognizes most phone numbers that appear in Web pages and messages (text or email).


1. Press **Up**  or **Down**  to highlight the phone number you want to dial.
2. Verify or edit the number.
3. Press **Phone/Talk**  to dial.


### Tip


*If you can't dial a phone number directly from a Web page or a message, highlight the number, select **Edit** (right softkey), and then select **Copy**. Open the Keypad, press **Menu** (right softkey), and select **Paste**. Press **Phone/Talk** to dial.*

*Select a phone number in a message, press **Menu** (right softkey), and then press **Save to Contacts** to create a new contact containing the highlighted information or to edit an existing contact to include the highlighted information.*







## Dialing Your National Emergency Number

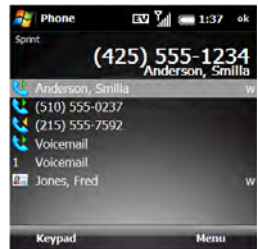
You can dial your national emergency number (such as 911, 066, or 060) anytime. Just wake up the screen and enter the emergency number. If the phone is turned off, you don't have to turn it on. You don't have to press **Option** .

If you lock your device and select Simple PIN as the password type, dial the emergency number by entering the number in the password field and pressing **Phone/Talk** .

If you select Strong alphanumeric as the password type, however, you must press **Option**  twice before entering the number in the password field. See “Locking Your Treo Pro Smartphone and Information” on page 354.

## Redialing a Recently Called Number



- **To dial the last number you called:** Go to your **Today** screen, and then press **Phone/Talk**  twice.
- **To select from your most recently dialed numbers:** Go to your **Today** screen, press **Phone/Talk** , highlight the number or contact name you want to call, and then press **Phone/Talk**  to dial. (If more than one number is associated with a contact, highlight the contact and press **Center**  to access any alternate numbers for that contact.)
- **To select from a chronological list of calls:** Go to your **Today** screen, press **Phone/Talk** , press **Menu** (right softkey) and select **Call History**. (Highlight the number you want to call, and then press **Phone/Talk**  to dial.)

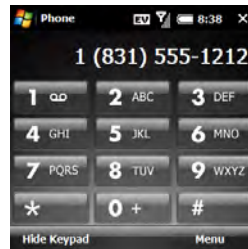


**Did you know?** You can clear the list of recently dialed numbers. From the **Call History**, press **Menu** (right softkey) and select **Delete All Calls**.

## Dialing Using the Onscreen Keypad

The onscreen **Keypad** provides large numbers that you can tap with your finger or stylus. The numbers also include the corresponding letters so you can dial numbers that are expressed as letters.

1. Go to your **Today** screen.
2. Press **Phone/Talk**  and then press **Keypad**.
3. Tap the onscreen **Keypad** to enter the number.
4. Press **Phone/Talk**  to dial.



### **Did you know?**

You can paste numbers directly into the **Keypad**. Copy a number from another application, switch to **Keypad**, press and hold **Center** on the 5-way, and then select **Menu** (right softkey) > **Paste** to insert the number into the Keypad.

## Working With Called Numbers

---

You can redial a number you've recently called (see "Redialing a Recently Called Number" on page 79). You can also view call details, send a text message to a number, save a number to your **Contacts** list, and more.




## Working With Recently Called Numbers

1. Press **Phone/Talk** .

### Tip

On the recent calls list, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing yellow arrow. Missed calls are designated by a red exclamation point.

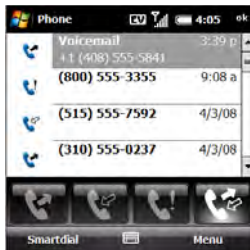
To filter the displayed information, press **Menu** (right softkey), select **View**, and then select whether you want to view all calls and contacts, all calls only, or speed dials only.

2. Highlight the number you want, and do one or more of the following:
  - **Save the phone number to a contact:** See “Saving Phone Numbers” on page 89.
  - **Send a text message to the number:** Press **Menu** (right softkey) and select **Send Text Message**. Enter the message text and press **Send** (left softkey).
  - **Create a note containing the phone number:** Press **Menu** (right softkey) and select **Save to Notes**.
  - **View all calls with this number:** Press **Menu** (right softkey) and select **View All Calls**.
3. Press **Center**  to open a call, and then do either of the following:
  - **View more details about the number:** Select the number to open the call. The first entry is the most recent call. (Select a call from the list to see the time the call was made and the duration.)
  - **Delete calls from the recent calls list:** Press **Menu** (right softkey) and select **Delete Call** or **Delete All Calls**. Select **Yes** to confirm the deletion.
  - **View Contact details associated with a number:** Press **Menu** (right softkey) and select **Open Contact**.

## Viewing All of Your Calls

Your **Call History** list contains the numbers for all incoming and outgoing calls.

1. Press **Phone/Talk** .
2. Press **Menu** (right softkey) and select **Call History**.



**Did you know?** You can also open the **Call History** list when you are on a call or when the **Keypad** is displayed.

3. To filter the **Call History** list, select one of the following buttons:



Display outgoing calls.



Display incoming calls.



Display missed calls.



Display all calls.

4. Highlight the number you want, and do one or more of the following:
  - **Save the phone number to a contact:** See “Saving Phone Numbers” on page 89.
  - **View a note associated with the phone number:** Press **Menu** (right softkey) and select **View Note**.
  - **Delete the call from the list:** Press **Menu** (right softkey) and select **Delete**. Select **Yes** to confirm the deletion.
  - **Send a text message to the number:** Press **Menu** (right softkey) and select **Send Text Message**. Enter the message text and press **Send** (left softkey).
  - **Delete the entire Call History List:** Press **Menu** (right softkey) and select **Delete All Calls**. Select **Yes** to confirm the deletion.


## Receiving Calls

---

To receive calls, your phone must be on. This is different from having only the screen turned on (see “Turning Your Phone On and Off” on page 34). When your phone is off, your calls go to voicemail.

If music is playing when a call arrives, the device rings softly. You can answer the phone as you normally would. The audio pauses during your call.


To answer a call, do one of the following:

- Press **Accept** (left softkey).
- Press **Phone/Talk** .
- If a headset (sold separately) is attached, press the headset button.

### Tip

See a picture of the person calling you. Learn how to assign a caller ID picture in “Assigning a Picture and Ringtone ID to a Contact” on page 98.

To ignore a call and send it to voicemail, do one of the following:



- Press **Menu** (right softkey) and select **Ignore**.
- Press **End** .

**Tip**

You can also ignore a call and send a text message. To set this up, see "Selecting Your Call Settings" on page 103.

To silence the ringer while your device is ringing, do any of the following:

- Press any key or button except **Phone/Talk** , **Start** , **OK** , **Alt** , or **End** .
- Press **Center**  on the **5-way**. (Don't press **Up** , **Down** , **Left** , or **Right** .)
- Slide the **Ringer** switch to **Sound Off**  to immediately silence all system sounds including the ringer. (Your smartphone vibrates briefly when you set the **Ringer** switch to **Sound Off** . All sounds remain off until you slide the **Ringer** switch back to **Sound On** .)

When you silence the ringer, you can either press **Phone/Talk**  to answer a call, press **End**  to send the call directly to voicemail, or let it ring through to voicemail.

**Tip**

If music is playing when a call arrives, the music pauses as soon as the device starts ringing, and remains paused during your call. Music playback resumes automatically when the call ends or the ringing stops. The **Windows Media Player** screen remains on if you don't answer the call, and it closes if you do. When playback resumes, the **Windows Media Player** screen remains in the background.

**Did you know?**


When you are on a plane, you can turn off your phone and all wireless services using **Comm Manager** (see "Using Comm Manager to Turn Wireless Services On and Off" on page 221). But you can still wake up the screen and use any application that doesn't require wireless services, like the calendar, music player, and games. You can even read and write email and text messages while your phone is off, but you cannot send or receive email or text messages.

## Using Voicemail

---

Your speed-dial number 1 has been preset to dial your voicemail. The first time you call voicemail, you are prompted to create your voicemail password. If necessary, please contact Sprint for assistance with your voicemail password.

### Setting Up Voicemail

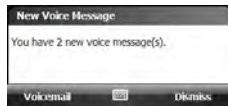
1. Press **End**  to go to your **Today** screen.
2. Press and hold **1** to dial the Sprint voicemail system.
3. Follow the voice prompts to set up your voicemail.

### Retrieving Voicemail From a Notification




You can retrieve voicemail messages when you receive a notification, or you can dismiss the notification and retrieve the messages later.

When you have a new voicemail message, a notification appears.


- To hear your message now, press **Voicemail** (left softkey).
- To retrieve your message later, press **Dismiss** (right softkey).



### Retrieving Voicemail Messages From the Today Screen

When you have unretrieved voicemail messages, the **Missed Call**  icon appears on the screensaver, **Center**  on the **5-way** flashes, and the **Voicemail**  icon also appears at the top of your screen.

1. Go to your **Today** screen.
2. Press and hold **1** to dial the Sprint voicemail system.
3. If prompted, enter your voicemail password using the keyboard.

4. Follow the voice prompts to listen to and manage your messages. (You do not need to press **Option**  to enter numbers, \*, or # while checking voicemail or during any other call that requires interaction with an automated voice system.)

**Tip**

When a **Voicemail** icon appears at the top of the screen, you can tap the icon to retrieve your voicemail.



You can turn off the **Center** button voicemail notification. Press **Start** and select **Settings**. On the **Personal** tab, select **Phone**. Select the **Beacon** tab and uncheck the option to illuminate Center when voicemail arrives.

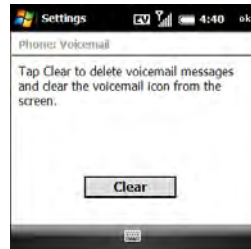
**Note**

If you have trouble accessing a voicemail system, try changing the **Keypad** tone setting. See “Selecting Your Call Settings” on page 103.




## Clearing the Voicemail Icon

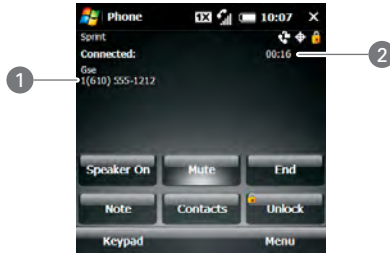
After you retrieve your voicemail messages, the **Voicemail** icon at the top of your screen usually disappears. If it doesn't, you can clear the **Voicemail** icon manually.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab.
4. Select **Voicemail** from the list and then select **Get Settings**.
5. Tap **Clear**.



## What Can I Do When I'm On a Call?

When you make or receive a call, information about the call appears on your **Phone** screen. If you move away from the **Phone** screen to another application, press **OK**  until you return there. If you press **OK**  while you are on the **Phone** screen, you will go to the application you were using before the call. Press **Phone/Talk**  to return to the **Phone** screen.



- 1 Caller's Name and/or Number
- 2 Current Duration of Call

### Tip

From the **Today** screen, you can also return to the **Phone** screen by pressing **Call Status** (left softkey).

When a call lasts longer than 1 minute, the screen dims. After 2 minutes, it dims more. To wake up the screen, press any key except **End**.

During a call, use the **5-way** to move from button to button to do any of the following:

**Tip**

By default the screen is locked during a call, so you cannot tap the screen with the stylus to activate a button.

- **Use the speakerphone:** Select **Speaker On**. To turn off the speakerphone, select **Speaker Off**.
- **Mute the microphone so you can't be heard:** Select **Mute**. To unmute the microphone, select **Unmute**.
- **Jot down a note about your call:** Select **Note**. To return to the **Phone** screen after you have finished writing the note, press **OK** [Ⓜ].
- **Open the Contacts Application:** Select **Contacts**. To return to the **Phone** screen after you have finished, press **OK** [Ⓜ].
- **To unlock the screen during a call so you can use the stylus to activate any onscreen buttons or other items:** Select **Unlock**. To lock the screen, select **Lock**.

**Did you know?**

You can set the screen to be unlocked by default when you are on a call (see “Locking Your Treo Pro Smartphone and Information” on page 354).

You can send and receive text messages during a call. This is a great way to stay connected with colleagues during a long call.

## Returning to a Call From Another Application

You can use many other applications on your Treo Pro smartphone while holding a phone conversation, including the organizer and Messaging features. You can open the **Contacts** application directly from the **Phone** screen by selecting **Contacts**. However, to browse the Web or check email during a call, you must connect to a Wi-Fi network. You cannot use the Sprint network to open a Mobile Broadband (EVDO) or Sprint 1xRTT data connection during a call. You can use the Sprint network for one activity at a time: phone or data. How can you tell




which kind of network you're connected to? See "Checking Signal Strength and Phone Status" on page 106.

- ▶ From any application, press **Phone/Talk**  to return to the **Phone** screen.

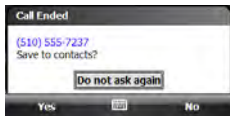
## Ending a Call

Do one of the following:

- Press **End** .
- Press the headset button (if a headset is attached and has a button on it). (Some headsets do not have a button.)

## Saving Phone Numbers

After you hang up a call, you can add the number of the person you were talking with to **Contacts** if it's not already in your list. If an incoming call uses caller ID blocking, you cannot save the number.




1. When prompted after you hang up the call, press **Yes** (left softkey).
2. Do one of the following:
  - **Create a new contact:** Select **<New Contact>**.
  - **Add this number to an existing contact:** Select the contact name.
  - **Decline adding the number:** Press **Cancel** (right softkey).

### Tip

You can turn off the **Save to Contacts** prompt. When the prompt appears, select **Do not ask again**.



You can also save contact information from other applications, such as **Messaging**.

If you don't add a number right away, follow these steps to add it later:

1. Press **Phone/Talk** .
2. Highlight the number you want to save.
3. Press **Menu** (right softkey) and select **Save to Contacts**.
4. Do one of the following:
  - **Create a new contact:** Select **<New Contact>**.
  - **Add this number to an existing contact:** Select the contact name.
  - **Decline adding the number:** Press **Cancel** (right softkey).

## Forwarding Calls

You can forward calls to another phone number. Please check with Sprint about availability and pricing of forwarded calls; additional charges may apply.

1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76).
2. Enter **\*72** followed by the number to which you want to forward your calls. (For example: \*724155551234).
3. Press **Phone/Talk** . (A confirmation tone sounds.)
4. When you're ready to turn off call forwarding, dial **\*720** and then press **Phone/Talk** .

### Tip

*If \*72 and \*720 do not turn call forwarding on and off, please contact Sprint to obtain the forwarding codes for your area.*

*After you turn on call forwarding, call your Treo Pro smartphone to confirm that call forwarding is active.*

# Managing Multiple Calls




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Your Treo Pro smartphone offers many advanced telephone features, including call waiting and three-way calling. When you're handling multiple calls, keep the following in mind:





- When you're on a call and a second call comes in, you can accept the call and swap between the two calls, but you cannot create a three-way conference call.
- When you're on a call, you can put the call on hold and make a second call. When the second call ends, you return to the first call.
- When you're on a call, you can make a second call and create a three-way conference call, but you cannot swap between the two calls.

## Answering a Second Call (Call Waiting)

When you're on a call and you receive a second call, you can do either of the following:




- **Send the new call to voicemail:** Press **Ignore** (right softkey).
- **Place the current call on hold and answer the new call:** Press **Accept** (left softkey) or press **Phone/Talk** . (Press **Phone/Talk**  again to move between callers. When a call is over, wait for the caller to hang up. If you press **End** , you end both calls.)

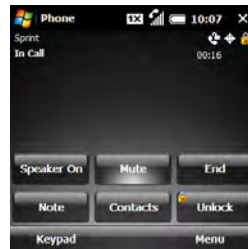
## Making a Second Call

1. Press **Phone/Talk** . (The first call is put on hold.)
2. Dial the second number. (If the number appears on the recent calls list, highlight the number.)
3. Press **Phone/Talk** . (When the second call is over, wait for the caller to hang up to return to your first call. If you press **Phone/Talk** , you conference the calls [see the next section]. If you press **End** , you end both calls.)

## Making a Conference Call

When you're on a call, you can make a second call and create a three-way conference call. Additional charges may apply, and minutes in your account may be deducted for each active call. Contact Sprint for more information.

1. While you are on the first call, place a second call.
2. When the second call connects, press **Phone/Talk**  to join the two calls in conference.
3. Press **Phone/Talk**  again to end just the second call, or press **End**  to end both calls.



### *Did you know?*

*If one of the people you called hangs up, you and the remaining caller stay connected. The screen does not change to indicate that one of the callers has hung up. If you initiated the call and are the first to hang up, all three callers are disconnected.*

## Assigning Speed-Dial Numbers

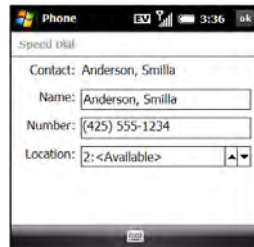
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You can assign a speed-dial number to any contact phone number. You can assign up to 99 speed-dial numbers.

### *Before You Begin*


*Before you can assign a speed-dial number to a contact phone number, you must create some contacts (see "Adding a Contact" on page 258) or import them by synchronizing (see "Synchronizing Information" on page 331).*

1. From your **Today** screen, press **Contacts** (left softkey).
2. Select the contact to whom you want to assign a speed-dial number.
3. Highlight the phone number to which you want to assign a speed-dial number.
4. Press **Menu** (right softkey) and select **Add to Speed Dial**.
5. If you want to change the name for this speed dial, select the **Name** field and enter a new name.
6. Select the **Location** list, and then select the speed-dial number you want to assign to this phone number. Press **Up** ▲ or **Down** ▼ to scroll the list of available speed-dial numbers.



**Did you know?** You cannot assign 0 (zero) or 1 as a speed-dial number. The number 0 is reserved for entering the + symbol in a phone number, and the number 1 is reserved for dialing your voicemail system.

**Tip** You can also assign a speed-dial number to a contact from the recent calls list. Press **Phone/Talk** to open the list, press **Menu** (right softkey), and select **Speed Dial**. Press **Menu** (right softkey), select **New**, and then select the contact to whom you want to assign a speed-dial number.

To view a list of all your speed dials, press **Phone/Talk** , press **Menu** (right softkey), and select **Speed Dial**.

## Using a Phone Headset

---

You can connect a phone headset for hands-free operation.

### **Important**

*If driving while using a phone is permitted in your area, we recommend using a headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and use the headset only if it is legal and you can do so safely.*

Most headsets have a context-sensitive button that may perform different actions based on the situation. (Check the documentation that came with your headset for details.) You usually press the headset button to perform tasks such as:

- Answering an incoming call.
- Responding to call waiting.
- Hanging up a single active call or both calls on a conference call if there is no extracted call.
- Swapping between calls if there is one active call and one call on hold.

### **Headset Specifications**

Here are tips for selecting a headset compatible with your Treo Pro smartphone:

- Your device works with headsets that have a 3.5mm connector (look for three colored bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your device.
- If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your Treo Pro smartphone.
- Headsets designed for a previous Treo Pro smartphone are not compatible with the Treo Pro smartphone.

## Using a Hands-Free Device With Bluetooth® Wireless Technology

Your device is also compatible with many headsets and car kits (sold separately) enabled with Bluetooth® wireless technology version 2.0 and earlier versions.

For a list of compatible hands-free devices with Bluetooth wireless technology, go to [palm.com/support](http://palm.com/support).

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate with that device whenever it is within range and the Bluetooth feature on your device is turned on. The range varies greatly, depending on environmental factors. The maximum is about 30 feet (10 meters).

### **Before You Begin**

*Before you can transfer a call between your Treo Pro smartphone (with or without a wired headset) and a Bluetooth hands-free device, the Bluetooth device must be within range of your smartphone and you must have previously set up a partnership with the Bluetooth device. To learn how to set up and connect to Bluetooth devices, see "Connecting to Devices With Bluetooth" Wireless Technology" on page 214.*

### **Did you know?**

*If you have both a compatible Bluetooth headset and a car kit, the one you connected to your smartphone last becomes the active device.*

Here are tips for working with a Bluetooth hands-free device:

- To transfer a call from the handset to a Bluetooth hands-free device during a call, unlock the **Phone** screen if it is locked, press **Menu** (right softkey), and select **Turn Hands-free On**. To transfer the call to the handset, press **Menu** (right softkey) and select **Turn Hands-free Off**.

### **Did you know?**

*If you're using a Bluetooth hands-free headset and it is within range, and you press the button on the headset, the call is automatically routed to the handset. If a call is answered on the device, the call remains on the speaker of the device.*

- To transfer a call from a wired headset to a Bluetooth headset or car kit that is within range and with which you've previously set up a partnership, unplug the wired headset and press the button on the Bluetooth headset or car kit.
- To find out how to transfer your contacts from your device to your car kit, go to [palm.com/support](http://palm.com/support).

## Customizing Phone Settings

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### **Before You Begin**



Turn on your phone to access your phone settings. See "Turning Your Phone On and Off" on page 34.

## Selecting Ringtones and Vibrate Settings

You can set various tones for various types of incoming phone calls and notifications.

### **Did you know?**

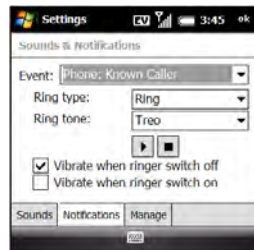
You can download MP3, MIDI, QCELP, WAV, and WMA ringtones directly to your Treo Pro smartphone (see "Downloading Files and Images From a Web Page" on page 189). You can also download ringtones to your computer and then email them to your device.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Sounds & Notifications** .





3. Select the **Notifications** tab.
4. Select the **Event** list, and then select which type of call or notification you want to set the ringtone for:

- **Phone: Known Caller:** The ringtone for an incoming call from someone in your Contact list or speed-dial list. (The caller's name appears on the screen when you receive the call.)
- **Phone: Missed call:** The notification tone for a call you did not answer.
- **Phone: Roaming:** The ringtone for a call that comes in when you're outside the Sprint National Network.
- **Phone: Unknown Caller:** The ringtone for an incoming call from someone who is not in your contact list or speed-dial list.
- **Phone: Voice mail:** The notification tone for a new voicemail.



**Tip**

For the **Missed call** and **Voice mail** options, you can select sound and display options instead of ring type and ringtone options.

5. Select the **Ring type** list, and then select the ring style for the selected type of call.
6. Select the **Ring tone** list, and then select the sound for the selected type of call.
7. (Optional) Select **Play**  to preview the sound.
8. Check the **Vibrate when** boxes to turn the vibrate feature on or off based on the Ringer switch setting.
9. Repeat steps 4 through 7 to select ringtones for other types of calls.
10. Press **OK** .

### Tip

To record, preview, delete, and send sounds on your Treo Pro smartphone, select the **Manage** tab. To record a sound, press **Menu** (right softkey) and select **New Sound**. To play a sound, select it. To delete a sound, highlight it and press **Backspace**. To send a sound, highlight it, press **Menu** (right softkey), and select **Send Sound**.

### Did you know?

You can also select tones for events other than phone calls. For example, select a tone to let you know when a new email message arrives, or when your Treo Pro smartphone detects a wireless network.

## Adjusting Volume Settings

- **Call volume:** While a call is in progress, press **Volume** (on the side of your smartphone) to adjust the call volume.
- **Music/Video volume:** While playing music or a video, press **Volume** to adjust the music/video volume.
- **Ringer volume:** When a call is not in progress and you are not playing music or a video, press the **Volume** to adjust the ringer volume.

### Did you know?

You can also set sounds for messaging notifications and calendar reminders. See "Selecting Sounds & Notifications" on page 344.





## Assigning a Picture and Ringtone ID to a Contact

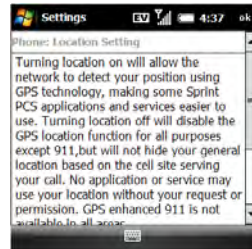
1. Go to your **Today** screen.
2. Press **Contacts** (left softkey).
3. Highlight the contact that you want to give a picture caller ID.
4. Press **Menu** (right softkey) and select **Edit**.
5. Select **Picture**.

6. Select **Camera** to take a picture and add it to this contact entry, or select an existing picture for this contact entry.
7. Scroll down to the **Ring tone** field and then select a tone for this contact entry.

## Selecting Your Location Privacy Setting

When Location Privacy is on, your device can be tracked for services such as Family Finder. When it is off, your device can be tracked only during a 911 call for emergency purposes.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and then select **Location Setting** from the list.
4. Select **Get Settings**.
5. Scroll to read the explanation, and at the bottom select **ON** or **OFF**.
6. Press **OK**  to return to **Phone Settings**.
7. Press **OK**  to finish.





## Enabling Support for a TTY Device

You can enable your device for use with a TTY/TDD device. A TTY (also known as a TDD or Text Telephone) is a telecommunications device that enables telephone communication for people who are deaf or hard of hearing, or who have speech or language disabilities.



Your device is compatible with select TTY devices. You can connect a TTY/TDD machine, headset, or hands-free kit to your device through the headset jack while in TTY/TDD mode. Please check with the manufacturer of your TTY device for connectivity information. Be sure that the TTY device supports digital wireless transmission.

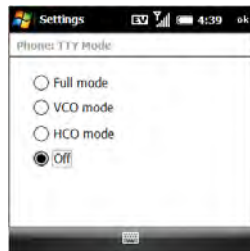
**Before You Begin**

Make sure your device is connected to a TTY/TDD device using the headset jack. When you enable TTY, all audio modes are disabled on your device, including holding the device up to your ear and listening.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and then select **TTY Mode** from the list.
4. Select **Get Settings**.
5. Select one of the following:





- **Full mode**: Allows you to type a message, which is read by the TTY device to the other person. The spoken response is then typed to you.
- **VCO mode**: Voice carryover, which allows you to speak to the hearing person you have called and then read the response.
- **HCO mode**: Hearing carryover, which allows you to listen to the speaking person you have called and then type your response.
- **Off**.

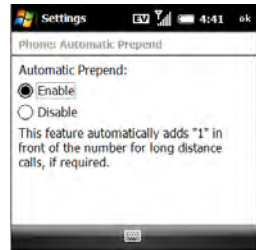
6. Press **OK**  to return to **Phone Settings**.
7. Press **OK**  to finish.



## Automatically Adding a 1 for Long Distance Dialing



If you have enabled your phone for dialing in North America (see the next section, “Setting Your Long Distance Dialing Preferences”), you can have the 1 added automatically to the phone number for long distance calls.



1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and then select **Automatic Prepend** from the list.
4. Select **Get Settings**.
5. Select **Enable** to have a 1 added in front of a 10-digit phone number for long distance calls.
6. Press **OK**  to return to **Phone Settings**.
7. Press **OK**  to finish.

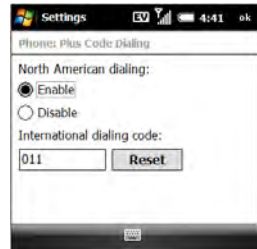


## Setting Your Long Distance Dialing Preferences

Dialing preferences let you assign a prefix to your phone numbers. You can add a different prefix based on the length of the phone number.





1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab, and then select **Plus Code Dialing** from the list.
4. Select **Get Settings**.

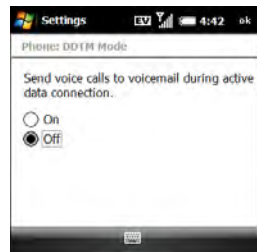
5. Select **Enable** to automatically add an international dialing prefix to long distance numbers. (When you dial an international number, begin with + [the plus sign]; when you place the call, the + is replaced by the number in the **International dialing code** field. The default is 011. You can change this to another number.)
6. If you travel outside North America and service is available, do either of the following:
  - Change the prefix in the **International dialing code** field based on your current location.
  - Select **Disable** and enter the correct international dialing code manually when you make a call.
7. (Optional) Select **Reset** to reset the **International dialing code** field to 011.
8. Press **OK**  to return to **Phone Settings**.
9. Press **OK**  to finish.








## Receiving Voice Calls During an Active Data Connection

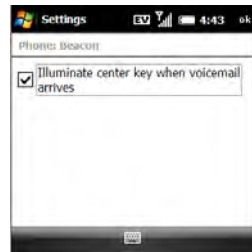
You can choose whether or not to receive voice calls when you have an active mobile broadband data connection. If you receive a voice call, your data connection is interrupted. If you do not want your data connection interrupted, send your calls to voicemail.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab, and then select **DDTM Mode** from the list.
4. Select **Get Settings**.
5. Select **On** or **Off** to set whether you can receive calls during a data session.
6. Press **OK**  to return to **Phone Settings**.
7. Press **OK**  to finish.








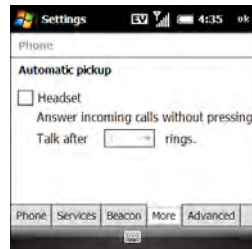
## Enabling the Voicemail Beacon

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Beacon** tab, select **Beacon** from the list, and then set whether you want **Center**  to flash after a voicemail arrives.
4. Press **OK**  to return to **Phone Settings**.
5. Press **OK**  to finish.







## Enabling Automatic Answering With a Headset

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **More** tab.
4. Set whether you want to answer incoming calls without pressing **Phone/Talk** , and set the number of rings to answer after.
5. Press **OK**  to return to **Phone Settings**.
6. Press **OK**  to finish.



## Selecting Your Call Settings

By default, when you reject an incoming call, the caller is sent to voicemail. You can change this setting so that, in addition to sending the caller to voicemail, a text message opens that you can send to the caller. You can change the default text of the message, and you can also set whether to have phone numbers automatically added to **Contacts**.


1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Advanced** tab.
4. To turn on the text message feature, check the **Reject call with text message** box.
5. (Optional) Change the content of the message.
6. Set whether you are prompted to add contact entries for numbers that are not already in your **Contacts** list.
7. Press **OK**  to return to **Phone Settings**.
8. Press **OK**  to finish.



## Controlling Your Roaming Experience

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Your device is digital dual-band. This means that you can make and receive calls while on the Sprint National Network. It also means that you can connect to other digital networks (called *roaming*) if Sprint has implemented a roaming agreement with the network provider.

When you roam outside the Sprint National Network, the **Roaming**  icon appears at the top of your screen. Additional charges may apply if you use your Treo Pro smartphone while roaming. To learn more about roaming, visit [sprint.com](http://sprint.com).




### Feature Availability

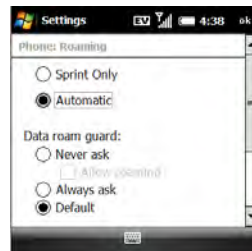
- You can make and receive calls while roaming.
- You can access voicemail while roaming.
- Other features that are standard on the Sprint National Network, such as call waiting, may be available depending upon the roaming network.
- You may not be able to access certain services, such as data services, depending on the available network.







## Setting Roaming Preferences

Use Roaming Preferences to set specific options for using your phone while roaming. For example, you can set options to be notified that you are roaming before placing a call or making a data connection, so that you are aware that you might incur extra charges.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab, and then select **Roaming** from the list.
4. Select **Get Settings**.
5. Set your roaming preference:
  - **Sprint Only**: Your phone connects only to the Nationwide Sprint PCS network.
  - **Automatic**: When you are outside the Sprint network, your phone automatically connects to partner roaming networks. (Roaming charges may apply.)
6. Set your data network roaming preference:
  - **Never ask**: You are never warned about data roaming. (If you select **Never ask**, set whether or not to allow data roaming. If you do, roaming charges may apply.)
  - **Always ask**: You receive a warning every time you initiate a data connection while roaming.
  - **Default**: Your phone may provide a warning when you initiate a data connection while roaming internationally.
7. Press **OK** .



## Setting a Roaming Alert

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and then select **Roaming Alert** from the list.
4. Select **Get Settings**.
5. Set whether you want the ring of an incoming call to become a specific ring when you are roaming. (To set the ring type and tone, see “Selecting Ringtones and Vibrate Settings” on page 96.)
6. Press **OK**  to return to **Phone Settings**.
7. Press **OK**  to finish.



## Checking Signal Strength and Phone Status

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You can use icons at the top of your **Today** screen to monitor the status of the signal strength and several other items on your Treo Pro smartphone:

**Sprint** Your phone is on and you're inside the Sprint National Network. If you are outside a coverage area, **No Service** or **Roaming** appears instead. **No Service** means that there is no coverage at all, and **Roaming** means that another wireless service provider's network is available. When you turn off your phone, **Phone Off** appears.



You missed an incoming call.



You have a voicemail message. This icon appears on the **Today** screen.



You have a voicemail message. This icon appears on the screensaver screen.



You have a new email message.



You have a new SMS\MMS message.



You have a new multimedia message.



A new multimedia message is being downloaded to your smartphone.



A multimedia message could not be downloaded.



You have more than one of the preceding conditions.



An error occurred during synchronization.



Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear.



Your phone is on and you are outside a coverage area. To save battery power, consider turning off your phone.



Your phone is off.



A call is in progress.



The microphone is muted.



The screen is locked.



You are outside a Sprint coverage area and are roaming on another wireless service provider's network.



You are outside an area that supports data services, or your phone is off, and therefore a data connection is not available.



You are in an area that supports mobile broadband (EVDO) data services. EVDO (Evolution Data Optimized) is a wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400 to 600Kbps. It is capable of reaching download speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.



Your phone is on and is connected to a mobile broadband network, but you are not actively transmitting data. You can still make and answer calls.



Your phone is on, and a mobile broadband data connection is active. You can still make or answer calls. When you make or answer a call, the data transmission is automatically interrupted.



You are in an area that supports Sprint 1xRTT data services. The 1xRTT (single-carrier [1x] radio transmission technology) wireless technology can provide fast data transfer and Internet access with average speeds of 60 to 80Kbps and bursts up to 144Kbps.



Your phone is on and is connected to a Sprint 1xRTT network, but you are not actively transmitting data. You can still make and answer calls.



Your phone is on, and a Sprint 1xRTT data connection is active. When you make or receive a call, the data transmission is automatically interrupted.



The Wi-Fi feature on your smartphone is turned on, but you are not connected to a Wi-Fi network.



You have a Wi-Fi notification waiting. For example, if Wi-Fi is turned on, and you are not within range of a preferred network, you can tap this icon to view available networks.



Your smartphone is connected to a Wi-Fi network, and you are actively transmitting data.



Your smartphone has an ActiveSync connection with your computer.



Synchronization is in progress with ActiveSync® technology.



The battery is empty and needs to be charged.



The battery is being charged.



The device is connected to a power source and the battery is fully charged.



The device is not connected to a power source and the battery is fully charged.



**Location Setting** setting is set to **ON**. This icon appears only during an active call. Your location is available to the Sprint network and to other applications. Tap the icon to quickly access the **Location Setting** screen. See “Selecting Your Location Privacy Setting” on page 99 for additional information.



**Location Setting** is set to **OFF**. This icon appears only during an active call. Your location is available to the Sprint network during emergency calls only. Tap the icon to quickly access the **Location Setting** screen. See “Selecting Your Location Privacy Setting” on page 99 for additional information.



The **Bluetooth** icon on the **Today** screen is used to turn the Bluetooth feature on and off. Select the **Bluetooth** icon to access **Comm Manager** (see “Using Comm Manager to Turn Wireless Services On and Off” on page 221).



A call is in progress and the call audio is on a Bluetooth hands-free device that is connected to your smartphone.



A call is in progress and the call audio is on an A2DP Bluetooth hands-free device that is connected to your smartphone.



You have a reminder. If you do not see the reminder on your **Today** screen, tap the icon to open the reminder.



You have an alert from Microsoft. If you do not see the alert on your **Today** screen, tap the icon to open the alert.



***Web and Data Services and  
Other Wireless Connections***







## ***Using Web and Data Services***

### *In This Section*

---

- ◆ Getting Started With Data Services
  - ◆ Accessing Data Services
  - ◆ Using Your Treo™ Pro Smartphone by Palm as a Modem
  - ◆ Using Sprint TV®
  - ◆ Using the Sprint Music Store
  - ◆ Using Pocket Express
-


## Getting Started With Data Services

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With your Sprint service, you are ready to start enjoying the advantages of data services. To sign up for data services or to access complete instructions, visit [sprint.com](http://sprint.com). For information on charges associated with the features of Sprint's data services, refer to your Sprint service plan.

### Enabling Data Services

The first time your activated Treo™ Pro smartphone by Palm is turned on, a one-time setup process occurs automatically. You do not need to do anything. However, if the setup process fails, do the following:

1. Make sure that your phone is on (see “Turning Your Treo Pro Smartphone On and Off” on page 32).
2. Press **Start**  and select **Settings**.
3. Select the **System** tab and then select **Update Profile**.
4. To verify that your profile has been updated, press **Internet** (right softkey). (The Sprint home page should appear.)

## Accessing Data Services

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### Data Services User Name

When you buy your smartphone and sign up for service, you're automatically assigned a user name, which is typically based on your name and a number followed by “@sprintpcs.com.” (For example, the third John Smith to sign up for Sprint services might have jsmith003@sprintpcs.com as his user name.)

When you use data services, your user name is submitted to identify you to the Sprint National Network.

Your user name is automatically programmed into your smartphone. You don't have to enter it. When your Treo Pro smartphone is enabled with data services, your user name automatically appears on the **About** screen.

*To find your user name:*

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **About** .
3. Select the **Phone** tab, and then scroll down to **Data user name**.

## **Data Services Symbols on Your Screen**

When you are connected to data services, a data connection icon appears at the top of the **Today** screen. See “Checking Signal Strength and Phone Status” on page 106 for a description of the various data connection icons.

## **Data Services Billing Information**

See your service plan or contact Sprint for details on data services billing.

# **Using Your Treo™ Pro Smartphone by Palm as a Modem**

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**Internet Sharing** is the feature that converts your Treo Pro smartphone into a modem so that you can access the Internet from your laptop computer anywhere on the Sprint advanced wireless high-speed data network. You can use this feature to send and receive email, browse the Internet, and access your company's network anywhere on the Sprint Mobile Broadband Network.

### **Note**

To use this service, you may be required to sign up on a Sprint Phone as Modem plan. Go to [sprint.com](http://sprint.com) or visit a Sprint Store for Phone as Modem plan details and more information.

## Setting Up an Internet Connection With Your Computer

You can set up **Internet Sharing** in one of two ways:


- Connect your Treo Pro smartphone to your computer using the USB cable.
- If your computer is enabled with Bluetooth® wireless technology, you can set up your Treo Pro smartphone as a wireless modem using the built-in Bluetooth technology.

### Note

*While your mobile broadband data connection is active, you can receive incoming calls and place outgoing calls; however, doing either of these suspends the data connection until you hang up the call.*

*Sprint data services are available on the Sprint National Network; mobile broadband (EVDO) services work anywhere on the Sprint National Network, but broadband-like download speeds are available only in areas covered by the mobile broadband network. For information about mobile broadband services in your area, contact Sprint.*

### To set up USB Internet Sharing:

1. Connect your Treo Pro smartphone to your computer, using the USB cable.
2. Make sure that the phone on your Treo Pro smartphone is turned on (see “Turning Your Phone On and Off” on page 34) and that one of the data services icons (**EV** or **1X**) appears at the top of the screen. (If you don’t see either of these icons, then you cannot use your smartphone as a modem.)
3. Go to your **Today** screen.
4. Select **Start**  > **Programs** > **Internet Sharing**.

5. Check that **USB** is selected for **PC Connection**.
6. Press **Connect** (left softkey). (When your computer detects the connection, a connection icon appears in the taskbar in the lower-right corner of your computer screen.)
7. On your computer, open your Web browser to confirm that you can connect to the Internet.

You now have an Internet connection on your computer via your Treo Pro smartphone, and you can do anything you would do using your usual Internet connection.



*To set up Internet Sharing with Bluetooth® wireless technology:*


**Before You Begin**

Create a partnership between your Treo Pro smartphone and your computer, and be sure to check the **Make this device discoverable to other devices** box. We recommend that you initiate the partnership from your smartphone (see “Setting Up a Bluetooth Connection” on page 214).

1. On your computer, double-click the icon to open the Bluetooth connections window. (For instructions, check the documentation included with your computer.)
2. Select the option to view devices within range.
3. You should see an icon representing your Treo Pro smartphone. Double-click or right-click this icon and check properties/details to make sure that “Network Access Point” or “Personal Access Networking” or something similar appears in the list of Bluetooth services associated with your smartphone.

**Tip**

Don't see your Treo Pro smartphone icon on the list of services? Check the documentation included with your computer, or contact your computer manufacturer for help. Various computer models use various terms for the Bluetooth connection features.

4. On your Treo Pro smartphone, select **Start**  > **Programs** > **Internet Sharing**.
5. Select the **PC Connection** list, and then select **Bluetooth PAN**.
6. Press **Connect** (left softkey) and follow the wizard to set up **Internet Sharing**.
7. On your computer, follow the steps to accept or enable a **Bluetooth PAN** connection with your smartphone. Check the documentation included with your computer for instructions.
8. On your computer, double-click the **Network Access Point** icon to establish the Bluetooth PAN connection.
9. After you have connected, on your computer, open your Web browser to confirm that you can connect to the Internet.



You now have an Internet connection on your computer via your Treo Pro smartphone, and you can do anything you would do using your usual Internet connection.

## Using Sprint TV<sup>®</sup>

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With **Sprint TV**<sup>®</sup>, you can watch live TV on the go, right on your Treo Pro smartphone. Accessing your **Sprint TV** channels is as easy as using the remote control in your living room. Browse through the available free channels or subscribe to one of the premium offerings. Wherever you go on the Sprint National Network, you can get more out of your **Sprint TV** service.

*To access your Sprint TV channels:*



1. Press **Start**  and select **Programs**.
2. Select **Sprint TV** .
3. Select **Sprint TV**, **Premium Channels**, or **Sprint TV En Vivo** to proceed to the channel listings.
4. Browse through the available programming and select a clip or channel to view the program.

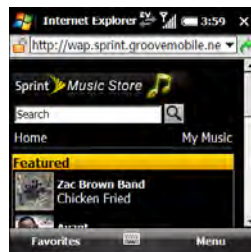
**Note**

The first time you access a channel that requires a subscription, you are prompted to purchase access. Select **Subscribe** to purchase access, or select **Preview** to see a preview of the selected channel.

## Using the Sprint Music Store

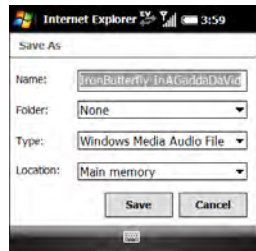
In the *Sprint Music Store* you can search for, preview, and download digital music to your Treo Pro smartphone. The cost of songs you purchase is automatically charged to your account. Some songs are free. Songs you download will play on your smartphone and on *Windows Media Player 10* and later on your computer.

1. Press **Start**  and select **Programs**.
2. Select **Sprint Music** .
3. Browse the store using one of these options:
  - **Search:** Find songs by entering search criteria such as all or part of the song title, artist, genre, or category.
  - **Featured:** Choose from a changing selection of songs and artists.
  - **Genres:** Search by type of music, such as hip hop, R&B, Latin, rock, or country, etc.
  - **Categories:** Search by categories like free songs, what's hot, etc.
4. Select a song you are interested in and do any of the following:
  - Tap **Preview** to listen to part of the song.
  - Tap **Buy** to purchase the song for the price indicated.
  - Tap **6 for <price>** to purchase 6 songs. (For songs 2 through 6, the button changes to **Download X of 6**.)
5. If you purchased a song, tap **Download** or **Download X of 6**.



- When prompted, press **Save** (left softkey) and fill in the following fields. (If you change your mind about buying the song, press **Menu** [right softkey] and select **Cancel**.)

- In the **Name** field, enter a new name for the file, or leave the one provided.
- In the **Folder** list, select the folder, such as **My Music**, to which the file will be downloaded.
- In the **Type** field, select **Windows Media Audio File**.
- In the **Location** field, select **Main memory** or **Storage Card**.



- Select **Save** to download the file. (The file appears with the name indicated and the **.wma** file extension in the location you specified.)
- (Optional) Back up the songs you downloaded to your computer (see “Synchronizing Your Media Files” on page 225).

### **Important**

Songs that you download do not automatically appear in your Windows Media Player Mobile library. You must update the library to be able to see your new songs. See “Working With Libraries” on page 251.

## Using Pocket Express


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With **Pocket Express**, you can personalize the data services on your Treo Pro smartphone to suit your needs. **Pocket Express** makes it easier than ever to retrieve the most popular Web information and categories instantly. **Pocket Express** uses the ZIP code you provide to customize the content you receive, so you can get the information you want, when you want it.

### Initializing Your Pocket Express Service



- Press **Start**  and select **Programs**.
- Select **Pocket Express** .



3. Select **View Terms & Conditions**, review the terms for your account, and then press **OK** .
4. Enter your preferred ZIP code.
5. Press **I Agree** (left softkey).
6. When the **Would you like to add Pocket Express to your Today screen** prompt appears, press **Yes** (left softkey) or **No** (right softkey). (If you press **No**, you can access Pocket Express from the Programs folder.)
7. Wait for **Pocket Express** to retrieve information based on your selected location.

## Accessing Pocket Express Information

Finding the information you're looking for with **Pocket Express** is as easy as navigating a Web browser on your computer. (The following example illustrates how to access News information.)

1. Press **Start**  and select **Programs**.
2. Select **Pocket Express** .
3. Select **Breaking News Photos & Opinion**. (As you highlight a category name, the description expands. For example, when highlighted, the **News** category becomes **Breaking News Photos & Opinion**.)
4. Depending on which category you select, a menu appears with additional options. (For this example, you can select from subcategories such as Top News, US News, World News, Red, Politics, etc.)
5. Select a subcategory, and then select an article. (The article is then displayed.)
6. Do any of the following to navigate through the content:
  - Scroll to the bottom of the screen to access options that allow you to go back, view the full story, email the link, view associated images, or select additional navigation options.
  - Use the **5-way** to scroll through the article.
  - Select **Back** (at the bottom of the screen) to return to the article list.
  - Select **Full** to view the full article.

- Select **Mail** to send a link to the article via email.
- Select **PageOne** to return to the category list.
- Select **Settings** to specify the number of stories that appear per page and whether you want the full story or a summary. (The changes take place after the next update.)
- Select **Update** to connect to the Web and update your information.

From the main screen, select and explore other categories, such as Weather, Sports, and Stocks, and enjoy the feature-rich content. The Entertainment category lets you see which movies are playing near you, including showtimes; for select theaters, you can even purchase tickets right from your smartphone.

In addition to the standard categories, you can select optional categories for a fee, such as Maps and TV Guide. Optional categories bring the information you want right to your screen without doing a traditional Web search. For additional free and fee-based options, check the **Extras** page. Check in often to see what's being offered.

## **Updating Pocket Express Information**

You can set Pocket Express to update news and information automatically, or you can retrieve updates manually.

### **To manually retrieve updates:**

- ▶ From any Pocket Express category page, select **Update** at the bottom of the screen.

### **To automatically retrieve updates:**

1. From any Pocket Express screen, press **Menu** (right softkey) and select **Express Settings**.
2. Select the **Account** list in the upper-left corner, and select **Auto-Updates**.
3. Set the **Frequency** and **Begin Time**.
4. Press **Done** (left softkey).

## ***Using the Email Features***

### *In This Section*

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- ◆ Getting Started With Email
  - ◆ Getting Information From a Microsoft® Exchange Server
  - ◆ Setting Up an IMAP or POP Email Account
  - ◆ Editing and Deleting Email Accounts
  - ◆ Sending and Receiving Email Messages
  - ◆ Working With Email Messages
  - ◆ Working With Meeting Invitations
  - ◆ Sending Email Messages From Within Another Application
-

## Getting Started With Email

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Just like on your computer, you can choose between email applications to manage your email. Your Treo™ Pro smartphone by Palm includes two options for reading and sending email. (Additional fees may apply for email services.)

- **Messaging:** Check email from your corporate Exchange server, from your POP/IMAP accounts with your ISP (Internet service provider), and from Internet mail accounts such as AOL (see “Setting Up an IMAP or POP Email Account” on page 129 or “Setting Up an Exchange Server Account” on page 125).
- **Windows Live:** Check your Windows Live Hotmail account (see “Setting Up Windows Live Mail” on page 173).

If you want to, you can set up more than one application to work with separate email accounts.

### *Tip*

*You can receive email messages in various formats, including HTML, RTF, and plain text. If your email provider offers a Web interface, you can also use Internet Explorer® Mobile to manage email from your Treo Pro smartphone. To learn about using Internet Explorer Mobile, see “Browsing the Web” on page 183.*

### *Did you know?*

*If your email account requires a VPN connection for establishing a secure connection, your VPN server may require that you install specific VPN software (sold separately) on your Treo Pro smartphone before you can access your email. See “Connecting to a VPN” on page 366 for details.*

## Getting Information From a Microsoft® Exchange Server

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You can wirelessly synchronize email, contacts, appointments, and other information on your Treo Pro smartphone with Microsoft® Exchange Server.

### **Microsoft® Direct Push Technology**

If you are using Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2, you may be able synchronize email wirelessly and take advantage of the additional features of Microsoft® Direct Push technology.

Microsoft Direct Push is a two-way wireless delivery method that keeps your Outlook information always up-to-date and provides more efficient communication between the server and your device. It includes features such as Global Address List (GAL), Tasks Over The Air (OTA), and IP-based push updating of Microsoft® Outlook® information (Inbox, Calendar, Contacts, and Tasks).

For delivery of Outlook email using Direct Push technology, make sure that your company uses Microsoft® Exchange Server 2007 or Microsoft® Exchange Server 2003 upgraded to Service Pack 2, and ask your system administrator if synchronization features are enabled.

### **Setting Up an Exchange Server Account**



To wirelessly synchronize your smartphone with an Exchange server, you must set up an Exchange Server account on your Treo Pro smartphone. The account appears as an email account in the **Messaging** application.

## Before You Begin

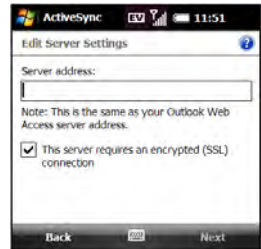
To wirelessly synchronize your Treo Pro smartphone with an Exchange server, you must activate data services. See “Enabling Data Services” on page 114 for more information.

Work with your system administrator to gather the following information:

- Exchange server address and domain name.
- Are the Exchange server settings detectable?
- Security connection: Does your server use an encrypted (SSL) connection?
- Your user name and password.
- Security measure: Is it OK to store your corporate email password on your smartphone?

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Add Server Source**. (If you see **Configure Server** in the menu instead of **Add Server Source**, then your Exchange Server account is already set up, and you do not need to complete the rest of the setup steps.)
4. Enter the email address that you want to set up.
5. Do either of the following, and then press **Next** (right softkey).
  - If the Exchange server is detectable, keep the check in the **Attempt to detect Exchange Server Settings automatically** box.
  - If the Exchange server is not detectable, uncheck the **Attempt to detect Exchange Server Settings automatically** box.

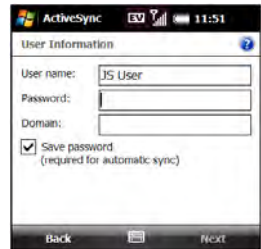
6. Enter the **Server address**. Check the **This server requires an encrypted (SSL) connection** box if your server uses an encrypted connection; then press **Next** (right softkey). (If your Treo Pro smartphone was able to detect the Exchange server settings, the **Edit Server Settings** screen does not appear.)
7. Enter the user name and password you use to access your corporate mail server, and enter the Exchange server domain.



**Tip**

*The Exchange server settings are case-sensitive. Be sure to enter uppercase and lowercase letters properly. Be especially careful when entering the password, because it does not appear on the screen as you enter it. See "Entering Lowercase and Uppercase Letters" on page 62 and "Entering Numbers, Punctuation, and Symbols" on page 63.*

8. Do either of the following and then press **Next** (right softkey):
  - If you want to enter your password each time you access this account, uncheck the **Save password** box.
  - If you want your password entered automatically and your system administrator has given you permission to store your password on your smartphone, keep the check in the **Save password** box.



**Note**

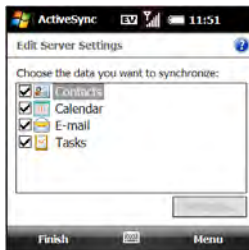
*The **Save password** box must be checked if you want to synchronize automatically with the Exchange server.*

9. Check the boxes for the types of information you want to sync with the Exchange server.
10. (Optional) Highlight an item and select **Settings** to change the synchronization settings for that type of information. (Press **OK** [OK] to return to the **Edit Server Settings** screen.)

**Note**

*If you want to download more than the email message header, select **E-mail** and increase the **KB** setting. If you don't increase this setting, you can manually download the rest of the message at your convenience.*

*Not all information types have settings.*



11. (Optional) Press **Menu** (right softkey) and select **Advanced** to set the rules for fixing sync conflicts, and then press **Save** (right softkey).
12. Press **Finish** (left softkey). (Synchronization with your Exchange server begins automatically. A status bar appears onscreen, indicating sync progress.)

You can set a schedule for synchronization to take place anytime information is updated on either your Treo Pro smartphone or the server, or at specific intervals. See the next section for instructions on setting your sync schedule.






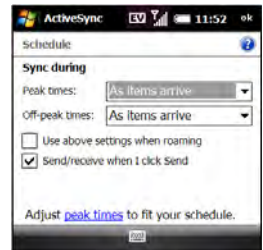
## Setting a Sync Schedule With an Exchange Server

### Before You Begin

Set up an Exchange Server email account. See “Setting Up an Exchange Server Account” on page 125.

How often you perform a wireless sync can have a large influence on the life of your battery. To conserve power, we recommend that you synchronize every 30 to 60 minutes or longer instead of as items arrive. Follow these steps to set your sync schedule:

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Schedule**.
4. Set your schedule for peak and off-peak times.
5. Set your roaming preference. (If roaming charges are not a concern, select **Use above settings when roaming**.)
6. Press **OK** .



Email

## Setting Up an IMAP or POP Email Account

You can use the **Messaging** application (Microsoft Outlook Mobile) to send and receive email messages. To use **Messaging**, you must have an email account with an Internet service provider (ISP), an email account that you access using a VPN server connection (such as a work account), or any other IMAP (Internet Message Access Protocol) or POP (Post Office Protocol) email account.

### Note


If you have multiple email accounts, you must enter settings for each email account.

## Setting Up Messaging to Work With Common Providers

Use the following steps if you have a common email provider such as AOL, EarthLink, or Yahoo! Mail Plus. If you are setting up the **Messaging** application to work with your corporate email account, or if you have a uncommon email provider, see “Setting Up Messaging to Work With Other Providers” on page 132.

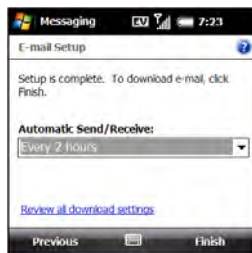
### **Before You Begin**

Ask your email provider or system administrator for your account user name and password if you don't know them.

1. Make sure that your phone is on (see “Turning Your Phone On and Off” on page 34).
2. Press **Messaging** .
3. Select **Setup E-mail**.
4. Enter the email address and password for the email account that you want to set up.
5. If you want to enter your password each time you access this account, uncheck the **Save password** box. (If you want your password entered automatically, check this box.)
6. Press **Next** (right softkey).
7. Do either of the following:
  - If the setup process finds your account settings, press **Next** (right softkey).
  - If the setup process does not find your account settings, see “Setting Up Messaging to Work With Other Providers” on page 132 and continue with step 8 of that procedure.



8. Enter your name and a name that identifies this account, such as “AOL,” and then press **Next** (right softkey). (The account name appears on the **Today** screen along with the number of unread messages for this account.)
9. (Optional) Select either of the following:
  - **Automatic Send/Receive**: Change the time interval for automatically downloading email, from every five minutes to once a day. If you do not want to automatically download messages, select **Manually**.
  - **Review all download settings**: Select this link to change download settings; see “Changing Email Download Settings: Other Email Accounts” on page 152 for details.



10. Press **Finish** (right softkey).
11. If prompted, select **OK** to download messages for this account now.

**Did you know?**


On the Messaging accounts screen, when you select **Menu** and then **Options**, an asterisk appears next to the account that was active when you opened **Options**.

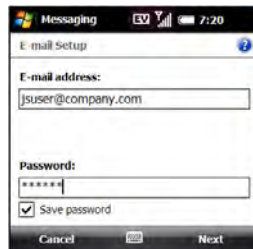
## Setting Up Messaging to Work With Other Providers

You can set up an account in the **Messaging** application to send and receive email messages, using an email account that you have with an Internet service provider (ISP), an email account that you access using a VPN server connection (such as a work account; see “Connecting to a VPN” on page 366), or any other IMAP or POP email account.

### **Before You Begin**

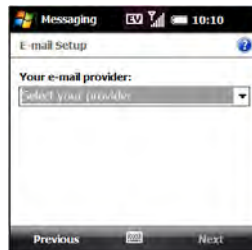
Work with your email provider or system administrator to gather the following information: account type (POP3 or IMAP), mail server name for receiving mail, your user name and password, and any special security requirements, including whether it is OK to store your password on your Treo Pro smartphone.

1. Make sure that your phone is on (see “Turning Your Phone On and Off” on page 34).
2. Press **Messaging** .
3. Select **Setup E-mail**.
4. Enter the email address and password for the email account that you want to set up.
5. If you want to enter your password each time you access this account, uncheck the **Save password** box. (If you want your password entered automatically, check this box.)
6. Press **Next** (right softkey).
7. Uncheck the **Try to get e-mail settings automatically from the Internet** box, and then press **Next** (right softkey).



8. Select one of the following as your email provider, and then press **Next** (right softkey):

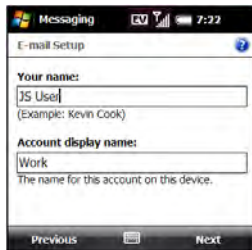
- **Internet e-mail:** Select this option if you access email from an Internet provider's domain name, such as aol.com.
- **Exchange server:** Select this option if you access email from a corporate email account using an Exchange server, and then go to "Setting Up an Exchange Server Account" on page 125 for the remaining setup steps.
- **Custom domain:** Select this option if you access email from your own domain name, such as johndoedomain.com.



**Note**

*You can set up multiple email accounts, but you can set up only one Exchange Server account. If you have already set up an Exchange Server account, this option does not appear.*

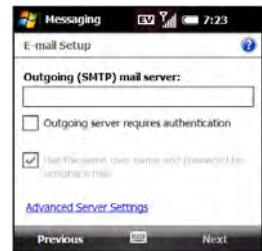
9. If you selected **Custom domain** in the previous step, enter your custom domain name, and then press **Next** (right softkey).
10. Enter your name and a name that identifies this account, and then press **Next** (right softkey). (For example, if this is your work email account, you can name the account "Work" or your company's name. The account display name appears on the **Today** screen along with the number of unread messages for this account.)



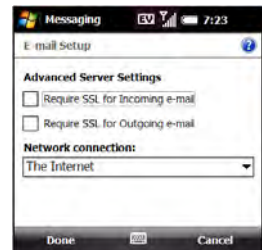
11. Enter your incoming mail server address, select your account type, and then press **Next** (right softkey).
12. Enter your account user name and password.
13. If you want your password entered automatically, check the **Save password** box; if you want to enter your password each time you access this account, do not check this box. (For a corporate email account, ask your system administrator for permission to store your corporate email password on your smartphone. If you do not receive permission, don't check the **Save password** box.)



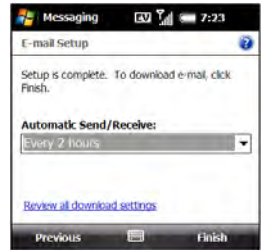
14. Press **Next** (right softkey).
15. Enter the following outgoing mail settings:
  - **Outgoing (SMTP) mail server:** Enter the server name.
  - **Outgoing server requires authentication:** Check the box if your outgoing mail server requires authentication.
  - **Use the same user name and password for sending e-mail:** Check the box if the server requires you to use your account user name and password when sending email.



16. (Optional) Select the **Advanced Server Settings** link, select the following settings, and then press **Done** (left softkey):
  - **Require SSL for Incoming e-mail:** Check the box if your account requires Secure Sockets Layer (SSL) for incoming messages.
  - **Require SSL for Outgoing e-mail:** Check the box if your account requires SSL for outgoing messages.
  - **Network connection:** Select the type of connection to use for sending and receiving email.





17. On the Outgoing (SMTP) mail server screen, press **Next** (right softkey).
18. (Optional) Set any of the following:
  - **Automatic Send/Receive:** Change the time interval for automatically sending and downloading email, from every five minutes to once a day. If you do not want to automatically download messages, select **Manually**.
  - **Review all download settings:** Select this link to change download settings; see “Changing Email Download Settings: Other Email Accounts” on page 152 for information.
19. Press **Finish** (right softkey). If prompted, select **OK** to download messages for this account now.



## Editing and Deleting Email Accounts

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1. Press **Messaging** .
2. Press **Menu** (right softkey) and select **Options**.
3. Do one of the following:
  - **To delete an account:** Highlight the account you want to delete, press and hold **Center**  and then select **Delete**.
  - **To edit an account:** Select the account you want to edit, select the account feature you want to edit, and go through the screens to change the settings you want to edit.

# Deleting a Microsoft Exchange Server Outlook Account

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## Before You Begin

The following instructions assume that your smartphone is already set up to sync with your computer (see “Setting Up Your Computer for Synchronization” on page 44). If you have not finished the sync setup process, you must do so before continuing.

1. Connect your smartphone to your computer with the USB cable. (**ActiveSync** starts automatically.)
2. On your computer, open the sync software:
  - **Microsoft Windows XP: ActiveSync.**
  - **Microsoft Windows Vista: Windows Mobile Device Center.**
3. Open the settings panel for the Microsoft Exchange account:
  - **ActiveSync:** In the **Information Type** section of the window, right-click **Microsoft Exchange** and select **Settings**. (If you do not see the **Information Type** section, click **Show Details**.)
  - **Windows Mobile Device Center:** Open **Mobile Device Settings**.

## Note

If synchronization is in process, the **Settings** menu item is inactive. Wait until synchronization finishes, or click **Stop** in the **ActiveSync** window to end it.

4. Delete the account:
  - **ActiveSync:** Click **Delete Server** to remove the account settings from your smartphone, and then click **OK**.
  - **Windows Mobile Device Center:** Click **End Exchange Server Partnership**, and then click **Yes** to delete the account from your smartphone.



# Sending and Receiving Email Messages

## Selecting Which Email Account to Use


If you set up more than one email account on your smartphone (see “Getting Started With Email” on page 124), you can choose one of two ways to select the account that you want to use to view or send messages:

- By default, when you open the **Messaging** application, a list of all your email accounts appears. Select the account you want.
- If you turn off the option to display the list of accounts (see “Customizing Your Email Settings” on page 148), you see the last account you used when you open the **Messaging** application. Press **Left** ◀ or **Right** ▶ to cycle through your accounts until the name of the account you want appears in the title bar.

**Tip**

You can also switch to a different account after you finish working in the first account you selected. From the message list, press **Left** or **Right**.

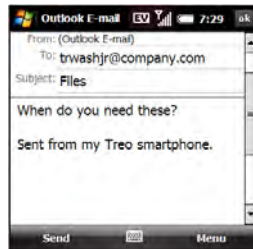
## Creating and Sending an Email Message

1. Press **Messaging** .
2. Select the account you want to use to send a message.
3. Press **Menu** (right softkey) and select **New**.
4. Do one of the following to address the message:
  - If the recipient's name and email address are in your **Contacts** list, enter the first few letters of the recipient's first or last name, or the recipient's first and last initials separated by a space, and then select the recipient's name.
  - If the recipient's name is in an online address book, you can find the name and add it. (For more information, see “Using an Online Address Book” on page 144.)
  - If the recipient's name and email address are not in your **Contacts** list, enter the full email address.

**Tip**

To address a message to multiple recipients, separate the addresses by pressing **Option + K** to enter a semicolon (;). To enter an underscore ( \_ ) in an address, press **Alt** and select the underscore symbol from the list.

5. Select **Subject** and enter a title for the message.
6. Press **Down** ▼ to go to the body of the message.
7. Enter your message, or press **Menu** (right softkey), select **My Text**, and then select a predefined phrase you want to insert.
8. (Optional) Press **Menu** (right softkey) and do any of the following:
  - Select **Insert**, select the type of item you want to attach, and then select the file or record a voice note.
  - Select **Spell Check**.
  - Select **Message Options**, select the **Priority** list, select a setting for the message, and then press **OK** [OK].
9. Press **Send** (left softkey).

**Tip**

To save storage space on your Treo Pro smartphone, turn off the option to save sent messages in the **Sent** folder. In the **Messaging** application, press **Menu** (right softkey) and select **Tools > Options**. Select the **Message** tab, and then uncheck the **Keep copies of sent items in Sent folder** box.

## Receiving Email Messages

How you receive email messages depends on the type of account you are using and how you synchronize:

- **Microsoft Exchange ActiveSync®**: New email messages are sent to your Treo Pro smartphone when they appear on the server, according to the schedule you set up, or when you manually initiate a sync (see “Sharing Information” on page 322).

### Tip

*If you sync email with Microsoft® Exchange Server 2003 or 2007, you can synchronize messages in subfolders you create. In the **Messaging** application, press **Menu** (right softkey) and select **Tools > Manage Folders**. Folders containing subfolders display a plus sign (+). Select the + to view the subfolders. Check the box to the left of any subfolder you want to sync.*


### Did you know?

*If you synchronize email with Microsoft® Exchange Server 2007, and you receive a message containing a link to a document on SharePoint or an internal file server, you can view the document by selecting the link.*

- **Desktop synchronization software**: If you synchronize your Treo Pro smartphone with your computer, messages in Microsoft Outlook on your computer are transferred to your smartphone when you connect your computer and your device (see “Synchronizing With a USB Connection” on page 48).
- **All other POP or IMAP accounts**: These include ISP accounts and accounts you access using a VPN server connection (typically a work account; see “Connecting to a VPN” on page 366). Message retrieval depends on whether you chose a time interval or manually from the Automatic Send/Receive list during account setup (see “Setting Up Messaging to Work With Common Providers” on page 130 or “Setting Up Messaging to Work With Other Providers” on page 132).

**If you chose a time interval**: Your Treo Pro smartphone automatically checks for and downloads new messages according to that interval.

*If you chose Manually:* Follow these steps to send and receive messages:

1. Press **Messaging** .
2. Select the account for which you want to receive email messages.
3. Press **Menu** (right softkey) and select **Send/Receive** to synchronize your smartphone with your email server.

**Tip**

*Partially downloaded messages appear in the message list with a partial envelope icon to the left of the subject. To view the full message, either press **Menu** (right softkey) and select **Download Message**, or open the message and select **Get the rest of this message**.*

**Did you know?**

*You can view messages sent as HTML with the HTML formatting intact.*

## Receiving Attachments

You can receive and open attachments in a number of different formats, including Word<sup>®</sup>, Excel<sup>®</sup>, OneNote<sup>®</sup>, PowerPoint<sup>®</sup>, ZIP, and PDF. To receive and open attachments, do the following:




1. Highlight the attachment name below the subject to mark it for download.
2. Synchronize the email account that contains the message as described in the previous sections.
3. Select the attachment name (below the subject) to open the attachment.

**Tip**



*To store attachments on an expansion card, insert the card into the expansion card slot on your Treo Pro smartphone, press **Menu** (right softkey), and select **Tools > Options**. Select **Storage** and check the **When available, use this storage card to store attachments** box.*

## Downloading Attachments Automatically

If you are synchronizing with Outlook on your computer and want to download attachments automatically, do the following:

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Options**.
4. Select **E-mail** and then select **Settings**.
5. Check the **Include file attachments** box.
6. (Optional) To automatically download attachments up to a certain size only, check the **Only if smaller than** box and enter the maximum attachment size.
7. Press **OK** .

To automatically download attachments from an IMAP4 email account (typically an ISP account) or an account that you access using a VPN server connection (typically a work account; see “Connecting to a VPN” on page 366), do the following:

1. Press **Messaging** .
2. Do one of the following:
  - If you see the account list, press **Menu** (right softkey) and select **Options**.
  - If you see the message list for a specific account, press **Menu** (right softkey) and select **Tools** > **Options**.
3. On the **Accounts** tab, select the IMAP4 account name.
4. Select **Download Size Settings**.
5. Select the **Message download limit** list and select **Entire message**.
6. Select the **Download attachments** list and then select either **All attachments** or one of the size limit options.
7. Press **Done** (left softkey) twice, and then press **OK** .

**Did you know?**



Embedded images and objects cannot be received as attachments, unless you have an IMAP4 email account with TNEF disabled. Note that TNEF must be enabled in order for you to receive meeting requests.

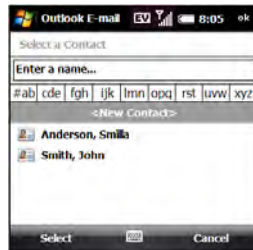
## Working With Email Messages

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### Adding a Contact From an Email Message

You can add a contact name or email address to your **Contacts** list directly from the **To**, **cc**, or **bcc** field of an email message. You can select the name or address from either an outgoing or an incoming message, and you can either create a new contact or add the information to an existing contact.

1. In an open message, highlight the name or address of the contact you want to add.
2. Press **Center** .
3. Press **Save** (left softkey).
4. Do either of the following:
  - Select **New Contact** to create a new contact entry for this name or address.
  - Select an existing contact to add the name or address to the selected entry.
5. (Optional) Select the contact type. If you have set up Windows Live, you may have the choice of saving a new contact as an Outlook contact or a Windows Live contact. Outlook and Live contacts can also be combined. See “Setting Up Windows Live Mail” on page 173.
6. Enter or edit the contact information.
7. Press **Save** (left softkey) for an Outlook contact or **OK**  for a Windows Live contact. (For a Windows Live contact, you also have the option of making the contact available to the Windows Live Messenger application.)




## Adding an Online Address Book

Many email servers can verify names with an online address book, also called a directory service or a Global Address List (GAL). When you set up an Exchange Server account on your Treo Pro smartphone, you automatically set up access to the Global Address List for that Exchange server. After you sync with the Exchange server for the first time, the **Messaging** application checks your contact list and then the directory service to verify names that you enter in the **To**, **Cc**, and **Bcc** fields.

If your organization provides an online address book but does not use Exchange Server, follow the steps in this section to enable the **Messaging** application to verify the names that you enter in the **To**, **Cc**, and **Bcc** fields.

### Before You Begin

Ask your system administrator for the name of the directory service and the server, and whether authentication is required for accessing an online address book.

1. In the message list, press **Menu** (right softkey) and select **Tools > Options**.
2. Select the **Address** tab.
3. Select **Add**.
4. Enter the name of the **Directory** service.
5. Enter the **Server** name.
6. If your server requires authentication, check the box and enter your user name and password.
7. (Optional) Check the **Check name against this server** box to enable this directory service.
8. Press **OK** .

### Tip

To delete a directory service, highlight it, press and hold **Center** on the 5-way, and select **Delete**.

## Using an Online Address Book

You can access contact information, such as an email address or phone number, from your organization's online address book or Global Address List (GAL). To access a GAL, make sure you are accessing either Microsoft Exchange Server 2007 or Microsoft Exchange Server 2003 upgraded to Service Pack 2.

### **Before You Begin**

Add access to an online address book to your Treo Pro smartphone (see "Adding an Online Address Book" on page 143).

1. In a new message, select **To**.
2. Press **Menu** (right softkey) and select **Add Recipient**.
3. Press **Menu** (right softkey) and select **Company Directory**.
4. Enter the contact name (in part or in full) as it appears in the directory, and then press **Find** (left softkey). (You must spell the contact name correctly.)

### **Did you know?**

You can use the Global Address List to search for a contact. In **Contacts**, press **Menu** (right softkey), and then select **Company Directory**. When sending a meeting request, select **Attendees**, select **Add Required Attendee** or **Add Optional Attendee**, and then press **Menu** (right softkey), and select **Company Directory**.


### **Tip**

When you sync your Microsoft Outlook email account with your computer (as opposed to wireless synchronization with an Exchange server), disable your online address books to avoid errors. Press **Menu** (right softkey) and select **Tools > Options**. Select **Address**, select each online address book, and then uncheck the **Check name against this server** box. Be sure to turn this option back on if you synchronize other email accounts.



## Finding Messages

You can find messages containing a specific word or phrase. The find feature searches names, email addresses, and subject lines.

1. Press **Messaging** .
2. Select the account you want.
3. Begin typing the word or phrase you want to find. (The list changes to show only those messages containing the letters you enter, and those letters are highlighted.)
4. Continue entering letters to narrow the list until the message you want appears.

**Tip**

To clear the search filter and display all messages for this account, press **Backspace**.

## Using Links in Messages

When you receive a text or email message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go to the Web page immediately. Your Treo Pro smartphone automatically opens the appropriate application from the link.

1. Select a message in the list.
2. Select the phone number, email address, or URL (appears as underlined blue text).

## Replying to a Message

1. Open the message to which you want to reply.
2. Do one of the following:
  - To reply to only the sender of the message, press **Reply** (left softkey).
  - To reply to all the recipients of the message, press **Menu** (right softkey) and select **Reply > Reply All**.
3. Enter any text you want to add.

4. (Optional) Select **Edit sender's message** to edit the original sender's message text that you include in your reply.
5. Press **Send** (left softkey).

**Did you know?** If you reply to a message sent as HTML, the reply is sent in HTML also.

## Forwarding a Message

1. Open the message you want to forward.
2. Press **Menu** (right softkey) and select **Reply > Forward**.
3. Address the message and enter any text you want to add.
4. Press **Send** (left softkey).

## Deleting Messages

You can delete a message you are reading, or you can delete one or more messages from the message list.

To delete a message you are reading:

- ▶ Press **Menu** (right softkey) and select **Delete**.

To delete messages from the message list:

1. Highlight the message(s) you want to delete. (To highlight multiple messages, tap and drag the stylus across the messages in the list.)
2. Press **Delete** (left softkey).
3. Select **Yes** to confirm the deletion.

To delete all messages at once:

1. Press **Menu** (left softkey) and select **Tools > Clear "[account name]."**
2. Select **Yes** to confirm the deletion.

Messages you delete are moved to the **Deleted Items** folder. To remove these items from your device completely, press **Menu** (right softkey) and select **Tools > Empty Deleted Items**.


## Using Email Shortcuts


You can perform common email tasks for messages you've received by pressing and holding certain keys on the keyboard. Either highlight a message on the message list or open a message from the list, and then press and hold any of the following keys:

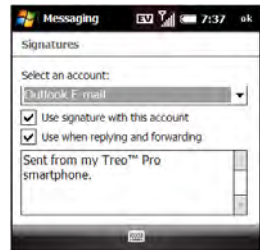
<i>Press and hold...</i>	<i>To...</i>
H	View all email shortcuts.
A	Reply to the sender of a message and to all other recipients.
R	Reply to the sender only.
K	Mark a message as read or unread.
F	Flag a message as high priority.
M	Move a message between folders.
O	Forward a message.
D	Delete a message.
L	Fully download a partially downloaded message.
S	Synchronize your smartphone with the server to receive and send new messages.

## Adding a Signature to Your Messages


You can use a different signature with each email account.

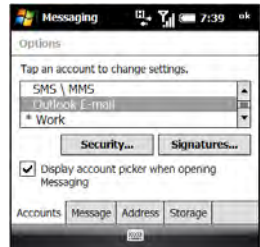
1. Press **Messaging** .
2. Do one of the following:
  - If you see the account list, press **Menu** (right softkey) and select **Options**.
  - If you see the message list for a specific account, press **Menu** (right softkey) and select **Tools > Options**.

3. On the *Accounts* tab, select *Signatures*.
4. Select the account for which you want to create a signature.
5. Check the *Use signature with this account* box to add this signature to new messages you create with this account.
6. (Optional) Check the *Use when replying and forwarding* box to add this signature to messages you reply to and forward with this account.
7. (Optional) Highlight the text in the signature field at the bottom of the screen, and enter new signature text you want to use.
8. Press **OK** .



## Customizing Your Email Settings

1. Press *Messaging* .
2. Do one of the following:
  - If you see the account list, press *Menu* (right softkey) and select *Options*.
  - If you see the message list for a specific account, press *Menu* (right softkey) and select *Tools > Options*.
3. On the *Accounts* tab, set either of the following options:
  - **Security:** Set whether you receive a warning message before you navigate to a URL or a file link that is not on your smartphone.
  - **Display account picker when opening Messaging:** Set whether a list of your email accounts appears when you open the Messaging application, allowing you to select the one you want to use. (If the box is unchecked, the Inbox application opens to the last account you used.)

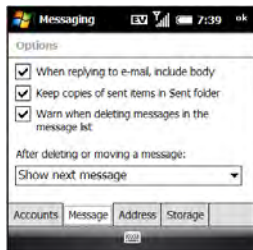


**Tip**

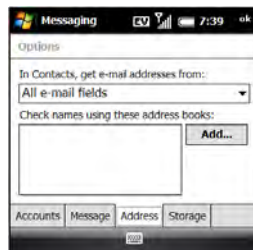
If the **Display account picker** when opening **Messaging** box is unchecked, open the messaging application and then repeatedly press **Messaging** or press **Left** or **Right** on the **5-way** to cycle through your accounts.

**4.** Select the **Message** tab and set any of the following options:

- **When replying to e-mail, include body:** Set whether the body of a message you received appears in your response to that message.
- **Keep copies of sent items in Sent folder:** Set whether messages you send are stored in the Sent folder.
- **Warn when deleting messages in the message list:** Set whether a confirmation message appears when you delete messages from the message list.
- **After deleting or moving a message:** Set what you want to see after you delete or move an email message you are reading: the account Inbox, the next message, or the previous message.

**5.** Select the **Address** tab and set any of the following options:

- **In Contacts, get e-mail addresses from:** Set whether you want to check Contacts in addition to any directory services for email addresses.
- **Check names using these address books:** Set which directory services you want to check for email addresses.
- **Add:** Add directory services to the list of online address books.




6. Select the **Storage** tab and set either of the following options:

- **When available, use this storage card to store attachments:** Set whether you want to automatically store email attachments on an expansion card. (You must have a card inserted into the expansion card slot on your smartphone to select this option.)
- **Empty deleted items:** Select **Immediately** to have the Deleted folder emptied anytime you delete a message. Select **On connect/disconnect** to have the folder emptied anytime you open or quit the **Messaging** application. (Select **Manually** to manually empty the Deleted folder.)





**Tip**

*If you choose to manually empty the Deleted folder, you delete messages from this folder in the same way that you delete any other messages (see "Deleting Messages" on page 146).*

7. Press **OK** .

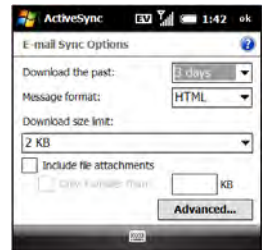
## Changing Email Download Settings: Outlook Email Accounts

You can customize the download options for an Outlook email account you synchronize with your computer or with an Exchange server. To change options for other types of email accounts, see "Changing Email Download Settings: Other Email Accounts" on page 152.

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Options**.
4. Select **E-mail** and then select **Settings**.

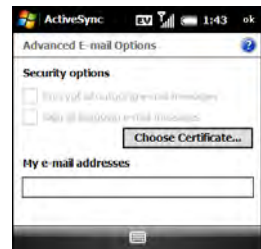
5. Select any of the following options:

- **Download the past:** Sets the number of days' worth of email to be retrieved for each automatic or manual sync.
- **Message format:** Sets the format for sending and receiving messages. If you select *HTML*, messages sent to you as HTML are received with their formatting intact. If you select *Plain Text*, all messages are received as plain text.
- **Download size limit:** Sets the size of an incoming message that is automatically downloaded. For any message that exceeds this size, you must manually download the rest of the message. Selecting a higher limit means that more of your messages are fully downloaded, but message retrieval might take longer. You can also choose to download message headers only, regardless of size.
- **Include file attachments:** Sets whether to download attached files with a message.
- **Only if smaller than:** Sets the maximum size of attachments that can be downloaded. If an attachment exceeds the maximum size, you must download it manually (see “Receiving Attachments” on page 140).



6. (Optional) Select **Advanced**, and then select any of the following options:

- **Encrypt all outgoing e-mail messages:** Sets whether outgoing messages should be encrypted for extra security. Encryption helps prevent eavesdropping, which occurs when a hacker intercepts and reads your email messages.
- **Sign all outgoing e-mail messages:** Sets whether messages should be given a digital signature as an extra security measure. A signature helps prevent impersonation and tampering.




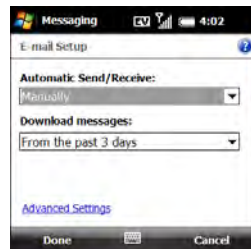
- **Choose Certificate:** Sets the certificate to use as a digital signature.
- **My e-mail addresses:** Sets the addresses to which the security measures should be applied.

7. Press **OK** .

## Changing Email Download Settings: Other Email Accounts

You can customize the download options for each email account that you have with an Internet service provider (ISP) or that you access using a VPN server connection (typically a work account). To change options for a Microsoft Outlook email account, see “Changing Email Download Settings: Outlook Email Accounts” on page 150.

1. Press **Messaging** .
2. Do one of the following:
  - If you see the account list, press **Menu** (right softkey) and select **Options**.
  - If you see the message list for a specific account, press **Menu** (right softkey) and select **Tools > Options**.
3. Select the email account you want.
4. Do one of the following:
  - If you see the **Contents** screen, select **Send/Receive Schedule**.
  - If you see the **E-mail Address** screen, press **Next** (right softkey) until you see the screen to the right.
5. Select either of the following:
  - **Automatic Send/Receive:** Set the time interval for automatically downloading email, from every 5 minutes to once a day. (If you do not want to automatically download messages, select **Manually**.)
  - **Download messages:** Set the number of days' worth of email to be retrieved for each automatic or manual retrieval.



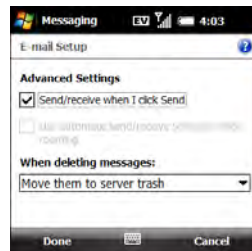


6. Select **Advanced Settings** and then select any of the following:
  - **Send/receive when I click Send:** Set whether you can manually send and receive messages, in addition to automatically downloading them.

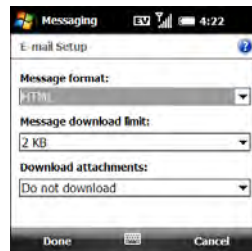
**Tip**

To save memory, limit the number of emails you download to your Treo Pro smartphone by selecting a long interval for the **Automatic Send/Receive** setting or a short interval for the **Downloaded messages** setting.

- **Use automatic send/receive schedule when roaming:** Set whether automatic downloading takes place when you are roaming. (This may result in higher connection charges than downloading while in your home network.)
- **When deleting messages:** Set whether messages should be deleted from the mail server when you delete them on your smartphone, or whether messages you delete on your device should remain on the server.



7. Press **Done** (left softkey) and then select **Download Size Settings**.
8. For **Message Format**, select either **HTML** or **Plain Text**. (**HTML** lets you send and receive email using formatting such as different fonts, bold and italic text, colors, etc. If you select **Plain Text**, all messages are received as plain text.)
9. From the **Message download limit** list, select the size of an incoming message that is automatically downloaded. (For any message that exceeds this size, you must manually download the rest of the message. Selecting a higher limit means more messages are fully downloaded, but message retrieval might take longer. You can also choose to download message headers only, regardless of size.)



10. For **Download attachments**, set whether attachments are automatically downloaded with messages.
11. Press **Done** (left softkey).

**Did you know?**

Messages sent to you as plain text are always received as plain text, even if you select HTML.

## Working With Meeting Invitations



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You can receive meeting invitations on your Treo Pro smartphone in the same way that you receive email messages. Here are the key features of meeting invitations:

- Meeting invitations appear on your smartphone in the **Messaging** application, and in **Calendar** as **Tentative** before you accept.
- From within the **Messaging** application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept an invitation, the meeting shows up as an appointment in **Calendar**.
- You can reply to and forward meeting invitations in the same way as email messages.

**Note**

You can create meeting invitations on your Treo Pro smartphone; see “Sending a Meeting Request” on page 266.

1. Press **Messaging** .
2. Select the account you want.
3. Select a meeting invitation to open it. (Meeting invitations appear with this icon: .)
4. Do either of the following:
  - To accept the invitation, press **Accept** (left softkey), select whether to edit (include comments with) your response, and then select **OK**.

- To decline or tentatively accept the invitation, press **Menu** (right softkey) and select **Decline** or **Tentative**.

**Tip**

If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, you can press **Remove** (left softkey) to delete the meeting from your calendar.

## Sending Email Messages From Within Another Application

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You can send certain files as attachments from within the application where the file is created or stored. For example, if you take a picture with the built-in camera, you can select an option to send the picture as an attachment to an email message. You can also use this feature with videos and sound files. For details, see the chapter on the specific application.

**Did you know?**

You can send files such as Microsoft Office documents (Word, PowerPoint, Excel, and OneNote), PDF documents, pictures, videos, and ringtones as attachments to email messages (see “Creating and Sending an Email Message” on page 137).



## ***Using Messaging***

### *In This Section*

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- ◆ About Messaging
  - ◆ Sending and Receiving Messages
  - ◆ Managing Your Messages
  - ◆ Customizing Your Messaging Settings
  - ◆ Using Windows Live™
  - ◆ Setting Up and Using Instant Messaging
-

## About Messaging

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Your Treo™ Pro smartphone by Palm offers a few ways for you to send and receive messages:

**Sprint Messaging:** Enables you to use the **Messaging** application to exchange brief text messages and multimedia messages with other wireless devices and email addresses that support these forms of messaging.

**IM:** Enables you to exchange instant messages (IMs) with friends and colleagues who use MSN, Yahoo, and America Online instant messages.

These messaging services may not be included in your service plan and may incur extra charges. If you are not sure about your service plan, consult Sprint.

### **Before You Begin**

*Make sure your phone is on and that you're inside a coverage area before you try to send or receive messages.*


This chapter describes the various messaging options and walks you through setting them up, so that you can use your Treo Pro smartphone to send and receive messages.

## Sending and Receiving Messages

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### *Creating and Sending a Text Message*



Each text message can hold up to 160 characters. To save time, you can select from predefined **My Text** phrases, such as “Call me” or “On my way.” You can add your own **My Text** phrases, and if you prefer, you can enter the full message text too.

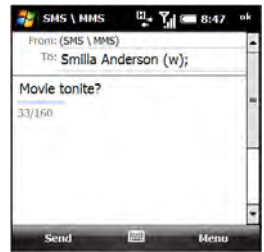
1. Press **Messaging** .
2. Select **SMS/MMS**.
3. Press **Menu** (right softkey) and select **New > SMS**.

4. Enter the recipient's name, mobile phone number, or email address:
  - Enter the first letters of the recipient's first or last name, the first and last initials separated by a space, or the email address. If a match is found in your Contacts list, select the name.

**Tip**

A match for a phone number will **not** be found in your Contacts list unless the contact has a phone number listed for **Mobile tel.** To review your Contacts list, press **Menu** (right softkey) and select **Add Recipient**

- If the recipient's name is in an online address book, you can find the name and add it (see “Using an Online Address Book” on page 144).
  - If you have recently called or sent a message to the recipient, press **Menu** (right softkey), select **Add Recipient** > **From Call History**, and then select the recipient.
  - If the recipient's name and mobile number are not in your Contacts list, enter the full mobile number or email address.
  - Separate addresses with semicolons (;). (Enter a semicolon by pressing **Option**  + **K**.)
  - To enter an underscore, press **Alt**  and select the character. (It's the third character in the list.)
5. To confirm that addresses you enter are valid, press **Menu** (right softkey) and select **Check Names**. (An alert appears if any names or address you've entered are not valid.)
  6. Enter your message, or press **Menu** (right softkey), select **My Text**, and then select a predefined phrase you want to insert.



**Tip**

To add a new My Text phrase, select **Edit My Text Messages** in the list.

Some symbols can't be used in text messages. Invalid characters are automatically replaced by the **Messaging** application.

7. (Optional) To attach a file to the message, press **Menu** (right softkey), select **Insert**, and then select the file type you want to insert.

**Did you know?**

A vCard is a Contact entry. A vCalendar is a **Calendar** appointment or a task.

If you attach a file to a text message, you can convert it to a multimedia message. Press **Menu** (right softkey), select **Advanced Composer**, and then see "Creating and Sending a Multimedia Message" on page 161 for instructions.

8. (Optional) Press **Menu** (right softkey) and select **Spell Check**.
9. (Optional) Press **Menu** (right softkey), select **Message Options**, and select a priority and indicate if you want to include a callback number.
10. Press **Send** (left softkey).

**Did you know?**

Press **Menu** (right softkey) and select **Save to Drafts** if you need to finish composing your message later.



## Creating and Sending a Multimedia Message


### Important

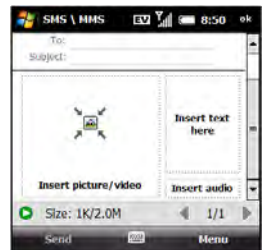
If your device is enrolled with a Microsoft System Center Mobile Device Manager server, you cannot send and receive multimedia video messages.

Multimedia messages consist of pictures, videos, text, and sounds presented as one or more slides. You must have a service plan that includes multimedia messaging to use this feature. You can include any of the following items:

- **Ringtones:** MIDI
- **Sound clips:** AMR, WAV
- **Pictures:** JPG, GIF, BMP
- **Videos:** 3GPP, 3GPP2, MPEG4



Outgoing multimedia messages can be up to 2MB.

1. Press **Messaging** .
2. Select **SMS\MMS**.
3. Select **Menu** (right softkey) > **New** and then one of the following:
  - **Video Message** to create a message containing videos, pictures, audio, and/or text.
  - **Picture Message** to create a message containing pictures, audio, and text.
4. Enter the recipient's mobile phone number or email address:
  - Enter the first letters of the recipient's first or last name, the first and last initials separated by a space, or the email address. If a match is found in your Contacts list, select the name.








**Tip**

A match on a phone number will **not** be found in your Contacts list unless the contact has a phone number listed for **Mobile tel.** To review your Contacts list, press **Menu** (right softkey) and select **Add Recipient > From Contacts**.

- If the recipient's name is in an online address book, you can find the name and add it (see “Using an Online Address Book” on page 144).
- If you have recently called or sent a message to the recipient, press **Menu** (right softkey), select **Add Recipient > From Call History**, and then select the recipient.
- If the recipient's name and mobile number are not in your Contacts list, enter the full mobile number or email address.
- Separate addresses with semicolons (;). (Enter a semicolon by pressing **Option**  + **K**.)
- Need to enter an underscore? Press **Alt**  and select the character. (It's the third character in the list.)


**Tip**

To display the **Cc** and **Bcc** address fields, navigate to the **To** field and press **Up** on the 5-way.

5. Select **Subject** and enter a title for the message.
6. Select **Menu** (right softkey) > **Insert** and one or more of the following:
  - **Video:** (Video message only.) Select a video to insert, or press **Camera** (left softkey) to record a video. (Press **Center**  to start recording, press **Center**  again to stop recording, and tap the **Insert**  icon to insert the video in the message. For more information on recording videos, see “Recording a Video” on page 233.)
  - **Picture:** (Picture message only.) Select a picture to insert, or press **Camera** (left softkey) to take a picture. (Press **Center**  to take the picture, and tap the **Insert**  icon to insert the picture into the message. For more information on taking pictures, see “Taking a Picture” on page 231.)

**Tip**

You can also select **Menu** (right softkey) > **Capture** > **Video** or **Image** to record a video or take a picture.

- **Audio:** (Picture message only.) Select a sound and press **Select** (left softkey) to insert, or tap the **Record**  icon in the lower-left corner of the screen, select **Record**, and record the sound. Select **Add** when you have finished.
- **Text:** (Video and picture messages.) Enter a text caption or message for the video or picture. While you are using the text entry screen, you can tap icons at the bottom of the screen or select menu items to do the following:



Insert an emoticon.



Insert a favorite.



Insert a My Text predefined phrase.



Insert a Contact.



Insert a Calendar appointment or task.

**Tip**

On the text entry screen, select menu items for text size and color, and for the background color.

7. (Picture message only.) Press **Menu** (right softkey) and select **Slides** > **Insert Slide** to add another picture to the message.

**Tip**

If you add more than one slide to a message, tap the arrows in the lower-right corner of the screen to scroll among the slides. To delete a slide, scroll to the slide you want, press **Menu** (right softkey), and select **Slides** > **Delete Slide**.

- (Optional) To add a vCard (Contacts entry), vCalendar (Calendar appointment or task), or other file type to a message, press **Menu** (right softkey) and select **Attachment**. (Press **Menu** [right softkey] again and select the type of file you want to add.)

**Tip**

To remove an attachment, press **Menu** (right softkey) and select **Attachment**. Highlight an attachment, press **Menu** (right softkey), and select **Delete**. To remove all attachments, select **Delete All**.

- To change the background color for the message, press **Menu** (right softkey), select **Options**, select **Background**, and then select the color you want.
- To change the positioning of text and graphics in the message, press **Menu** (right softkey), select **Options**, and then select **Text Layout**. Select the positioning that you want, and press **Done** (left softkey).
- To set options for sending, press **Menu** (right softkey), select **Options**, and then select **Send Options**. (Select **Low**, **Normal**, or **High** for priority, and check the **Read report** box if you want to receive a message indicating your message was opened. Press **Done** [left softkey] to return to your message.)
- Press **Send** (left softkey).

**Tip**


You can send your multimedia message as a text message, but you may lose some formatting, and the message text may be truncated. Press **Menu** (right softkey) and select **Send via SMS**.

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To save your picture message as a template for future messages, press **Menu** (right softkey) and select **Template > Save as Template**.

## Organizing Slides Within a Picture Message

If your message contains more than one slide, you can change the order of the slides and change the duration for each slide during playback.

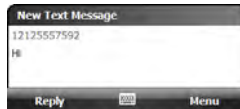
1. On the message compose screen, press **Menu** (right softkey) and select **Slides > Organize Slides**.
2. Do any of the following:
  - **Move a slide:** Highlight the slide, press **Menu** (right softkey), and select **Move Forward** or **Move Backward**.
  - **Change display time for slides:** Tap a black arrow beneath a slide to increase or decrease the duration. (The minimum duration is 2 seconds.)
  - **Insert slides:** Press **Insert** (left softkey).
  - **Remove slides:** Press **Menu** (right softkey) and select **Delete**.
3. Press **OK** .



## Receiving a Text Message

When your phone is on and you are in a wireless coverage area, you automatically receive new text messages.

When a new message notification appears, select one of the following options:



- **Reply** (left softkey): Opens the message in chat view so you can view its full contents and reply to the sender (see “Using Messaging to Chat” on page 168).
- **Menu** (right softkey) > **Delete**: Deletes the new message.
- **Menu** (right softkey) > **Call sender**: Dials the sender’s phone number.
- **Menu** (right softkey) > **Save as read**: Puts the message in your SMS\MMS **Inbox** as read.
- **Menu** (right softkey) > **Dismiss**: Dismisses the notification and puts the message into your SMS\MMS **Inbox** as unread.

If you have multiple messages, the notification includes the number of messages.

## Viewing a Text Message

To open a text message, do one of the following:

- Press **Messaging** [✉] and select **SMS\MMS**. From the **Inbox**, select the message you want to view.
- From a notification, select **Reply**. The message opens in chat view so you can view its full contents and reply to the sender (see “Using Messaging to Chat” on page 168).
- On the **Today** screen, select the **SMS\MMS** status line indicating an unread message.

## Receiving a Multimedia Message

You can set your device to automatically download new multimedia messages or to notify you that messages are ready to download.



When a new message notification appears, select one of the following options:

- **Dismiss** (left softkey): Dismisses the notification and puts the message in your **SMS\MMS Inbox** as unread.
- **View** (right softkey): Opens the message in chat view so you can view its full contents and reply to the sender (see “Using Messaging to Chat” on page 168).

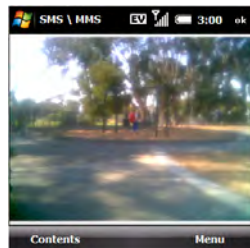
If you have multiple messages, the notification includes the number of messages.

## Viewing a Multimedia Message

1. To open a multimedia message, do one of the following:
  - Press **Messaging** [✉], select **SMS\MMS**, and then in the **Inbox** select **Video Message (SMS\MMS)** or **Picture Message (SMS\MMS)**. The message opens in chat view, displaying the sender and subject.
  - From a notification, select **View** (left softkey).

- On the **Today** screen, select the **SMS\MMS** status line indicating an unread message, and then from the **Inbox**, select **Video Message (SMS\MMS)** or **Picture Message (SMS\MMS)**. (The message opens in chat view, displaying the sender and subject.)
- 2. Select the message in chat view to view the full message with inserted images or files.
- 3. With the message open, do any of the following:

- **Forward the message:** Press **Menu** (right softkey) and select **Forward**.
- **Reply to the message:** Press **Menu** (right softkey), select **Reply**, and then select a reply method: **via Pics/Video** or **via SMS**.
- **View detailed information about the message:** Press **Menu** (right softkey) and select **Show > Message Detail**.
- **View detailed information about a recipient who is in your Contacts list:** Press **Menu** (right softkey) and select **Show > Contact Details**.



**Tip**

Press **Menu** (right softkey) when you have a contact's details displayed to see other options, like blocking future messages from this contact.


- **View detailed information about the attached file:** Press **Contents** (left softkey), and then press **Properties** (left softkey).

**Tip**

Press **Menu** (right softkey) when you are viewing a message's contents to see several other options, like saving the attached file with a new name




**Did you know?**

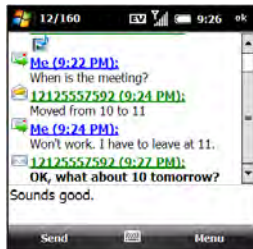
When viewing a multimedia message containing multiple slides, you can press **Right** or **Left** on the **5-way** to move to the next or previous slide.

- 4. Press **OK** .

## Using Messaging to Chat

When you exchange more than one message with a single contact, the messages you exchange with that person are grouped into a chat session. When you select a chat session from your message list, the upper part of the screen displays all messages you've exchanged with the contact, and the lower part provides a text entry area.

1. Press **Messaging** .
2. Select **SMSVMS**.
3. To start a new chat or continue an existing chat, select the message to which you want to reply. (The message opens in chat view.)
4. Enter your message. (You can use any of the menu commands described in “Creating and Sending a Text Message” on page 158.)
5. Press **Send** (left softkey).
6. If an incoming message has a file attached, it appears in the chat list with this icon: . (Select the message to open it and view the attachment.)
7. To close the chat session and return to the **Inbox**, press **OK** .



### Note

*In the **Inbox**, all messages from a chat session are displayed as one item: a single conversation. To view individual messages within the conversation, select it to reopen the chat session.*

### Did you know?

*While chat view remains open, any new messages you receive from your chat partner appear directly on the screen; you do not get a new message notification.*



## Using Links in Messages

When you receive a text message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go to the Web page immediately. Your device automatically opens the appropriate application from the link.

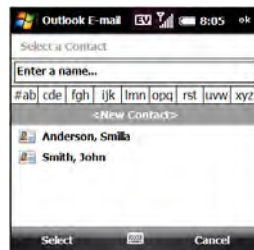
1. Open a message in the **Inbox** or another folder.
2. Use the **5-way** to select the phone number, email address, or URL (appears as underlined blue text).
3. For phone numbers, confirm or change the number and press **Call** (left softkey).

If you receive a multimedia message that contains a phone number, email address, or URL, tap the item to open a menu of actions you can perform.

## Adding a Contact From a Message

You can add a contact name, phone number, or email address to your Contacts list directly from a received message. You can either create a new contact or add the information to an existing contact.

1. In an open message or chat session, select the name, phone number, or address of the contact you want to add.
2. Select **Yes**.
3. Select **<New Contact>** to create a new contact entry for this name or address, or select an existing contact to add the name or address to that entry.
4. Enter or edit the contact information.
5. Press **Save** (left softkey).













# Managing Your Messages

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## Message Status Icons

The status icons that appear next to each message in the *Inbox* and *Outbox* indicate the following:

-   An SMS message, unread and read.
-  A high-priority SMS message (appears on right of screen).
-  Your reply to an SMS message.
-   An MMS message, unread and read.
-   A high-priority MMS message, unread and read.
-   A low-priority MMS message, unread and read.

### Tip

Unread messages appear in bold. Messages you've read appear in plain text.

## Deleting Messages

1. Go to the *Inbox* or other folder containing the message you want to delete.
2. Select one or more messages:
  - **To select one message:** Press **Up** ▲ or **Down** ▼ to highlight it.

### Note

If you highlight a conversation containing multiple messages, all of the chat messages are marked for deletion.

- **To select all messages:** Press **Menu** (right softkey) > **Select Messages** > **All**.

- **To select multiple consecutive messages:** Press **Up** ▲ or **Down** ▼ to highlight the first message, and then press **Menu** (right softkey) > **Select Messages** > **All Below**.
  - **To select multiple messages:** Press **Up** ▲ or **Down** ▼ to highlight the first message, press **Menu** (right softkey) > **Select Messages** > **Several**, and then select each message you want to delete.
3. Press **Delete** (left softkey).
  4. Select **Yes** to confirm the deletion.

Messages you delete are moved to the **Deleted Items** folder. To remove these items from your device completely, press **Menu** (right softkey) and select **Tools** > **Empty Deleted Items**.

## Sorting Your Messages

You can sort the messages in any folder.


1. Go to the **Inbox** or other folder you want to sort.
2. Press **Menu** (right softkey) and select **Tools** > **Sort By**.
3. Select **Message Type**, **From** (sender), **Received** (date received), or **Subject**.



## Customizing Your Messaging Settings

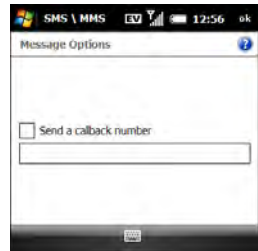
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You can set options for both text and multimedia messages in the **Messaging** application. You can set options for all messages and for multimedia messages only.



### Including a Callback Number With SMS Messages

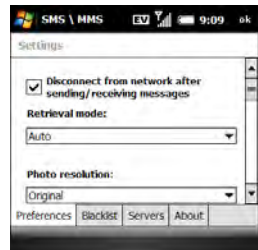
1. Press **Messaging** .
2. Do one of the following:
  - **If the list of accounts is displayed:** Highlight **SMS/MMS** and select **Menu** (right softkey) > **Options**.
  - **If the message list for a specific account is displayed:** Press **Menu** (right softkey) and select **Tools** > **Options**.

3. Highlight **SMSWMS** and press **Center** .
4. Check the **Always send a callback number** box if you want text, picture, and video messages to automatically include your phone number. (The number of your phone is entered by default. You can enter another number.)
5. Press **OK** .



## Setting Picture and Video Message Options

1. Press **Messaging** .
2. Select **SMSWMS**.
3. Press **Menu** (right softkey) and select **Pics/Video Options**.
4. On the **Preferences** tab, select any of the following:
  - **Disconnect from network after sending/receiving messages:** Disconnecting from the network except when you are sending and receiving can reduce data service charges.
  - **Retrieval mode:** Set whether to receive messages automatically or manually.
  - **Photo resolution:** You can receive pictures at the resolution at which they are sent (original) or you can specify the resolution.
5. Select the **Blacklist** tab to view names and phone numbers that you have blocked. (To remove an entry from the blacklist, tap and hold on the entry with the stylus and select **Delete**.)
6. Press **OK** .



# Using Windows Live™



**Windows Live** is a set of services that combines online search features, email, and instant messaging:

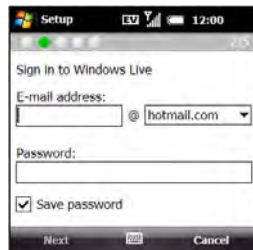
- **Live Search for Windows Mobile®**: A search application that enables you to find local information such as movie times and traffic conditions (see “Searching the Web From Your Today Screen” on page 197).
- **Windows Live Mail**: The next generation of the Hotmail Web-based email application. **Windows Live Mail** offers more storage, greater message security, and easier filing of messages.
- **Windows Live Messenger**: An instant messaging application that enables you to see who’s online, to exchange instant messages (IM), to make calls to phones and computers (including video calls), and to exchange pictures and other files.

## Setting Up Windows Live Mail

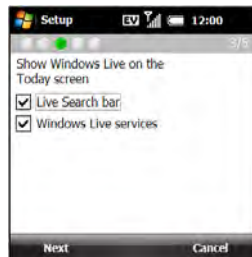
### Before You Begin

You must have an existing Windows Live, MSN, or Hotmail account to use Windows Live Mail. If you do not have an account, use the Web browser on your Treo Pro smartphone to go to [mobile.live.com](http://mobile.live.com) and follow the steps to set up an account.

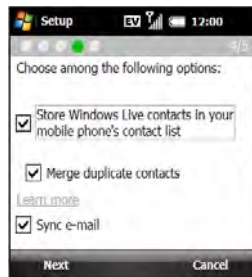
1. Press **Start**  and select **Programs**.
2. Select **Windows Live** .
3. Select **Sign in to Windows Live**.
4. The first time you sign in to Windows Live, press **Accept** (left softkey).
5. Enter your Windows Live, MSN, or Hotmail email address and password. (Check the **Save password** box if you want to have your password entered automatically every time you log in.)



6. Press **Next** (left softkey).
7. Set the following options:
  - Uncheck the **Live Search bar** box to remove the Live Search bar from your **Today** screen. (It is present by default.)
  - Check the **Windows Live services** box to have Windows Live Email, Windows Live Messenger, and Windows Live Sync appear on your **Today** screen.
8. Press **Next** (left softkey).



9. Select any of the following:
  - **Store Windows Live contacts in your mobile phone's contact list:** Sets whether you want your **Windows Live** contacts to appear in **Contacts**. (If you do not check this box, only your **Windows Live** email messages are synchronized with your device.)
  - **Merge duplicate contacts:** Sets whether you want to merge any synchronized **Windows Live** contact with any duplicate contact that's already in **Contacts**, so that there is only one entry for this contact. (If you leave the box unchecked, two entries appear for any duplicate entry in **Contacts**.)
  - **Sync e-mail:** Sets whether you want to download your **Windows Live Mail** messages to your device (see "Using Windows Live Mail" on page 175).
10. Press **Next** (left softkey). (Synchronization of **Windows Live Mail** and contacts, if selected, takes place.)
11. After synchronization finishes, press **Done** (left softkey). (Your most recently received email message is displayed.)











**Tip**

You can later change your **Windows Live** setup selections. Open **Windows Live**, press **Menu** (right softkey), and then select **Options**. Change which items appear on the **Today** screen or which applications sync, set up a sync schedule, and more.

## Using Windows Live Mail

**Before You Begin**

Make sure that your phone is on and that you're inside a coverage area (see "Turning Your Phone On and Off" on page 34).

1. Press **Start**  and select **Programs**.
2. Select **Windows Live** .
3. To synchronize email, contacts, and/or **Windows Live Messenger** information, press **Right**  or **Left**  until **Sync** is highlighted, and then press **Center** . (Information is synchronized for the applications you selected during setup.)
4. To read your email, do the following:
  - With the same field highlighted, press **Right**  or **Left**  until **Windows Live Hotmail** appears.
  - Press **Center** . (The **Messaging** application opens, displaying your **Windows Live Hotmail Inbox**. You can view, send, and work with messages in your **Windows Live Hotmail** account in the same way as with messages for any other account.)

**Did you know?**

You can also access your **Windows Live Hotmail Inbox** by opening the **Messaging** application and selecting your **Windows Live Hotmail** email account.






**Tip**

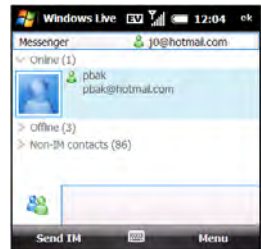
You can set an option to have messages pushed to **Windows Live Mail** on your device as they arrive on the server. Open **Windows Live**, press **Menu** (right softkey), and select **Options**. Select **Sync** schedule, select the **Sync** frequency list, and then select **As items arrive**.

## Using Windows Live Messenger

### *Before You Begin*

You must have an existing Windows Live, MSN, or Hotmail account to use Windows Live Messenger. If you do not have an account, use the Web browser on your Treo Pro smartphone to go to [mobile.live.com](http://mobile.live.com) and follow the steps to set up an account. Make sure that your phone is on and that you're inside a coverage area (see "Turning Your Phone On and Off" on page 34).

1. Press **Start**  and select **Programs**.
2. Select **Windows Live** .
3. Highlight **Messenger** by pressing **Right**  or **Left** , and then press **Center** .
4. Press **Sign in** (left softkey).
5. If you have not already set up a Windows Live Mail account (see "Setting Up Windows Live Mail" on page 173), the first time you sign in to **Windows Live Messenger**, press **Accept** (left softkey).
6. If prompted, enter your Windows Live, MSN, or Hotmail email address and password.
7. To send an instant message to a contact who is online, highlight the contact name and press **Send IM** (left softkey).





**Tip**

If the contact you want is offline, send an email message instead. Highlight the contact name and press **Send e-mail** (left softkey). Enter a subject and body text for the email message, and then press **Send** (left softkey).

8. Do any of the following:
  - **Enter text:** Highlight the text entry bar and enter your message text.
  - **Record a voice note:** Press **Voice clip** (left softkey) and record a voice note by speaking clearly with your smartphone held up and facing you.
  - **Add an emoticon to your message:** Press **Menu** (right softkey), select **Add emoticon**, and then select the emoticon you want.
  - **Add a picture or other file:** Press **Menu** (right softkey), select **Send**, select the type of file you want to send, and then capture or select the picture or other file you want.
9. Press **Send** (left softkey).
10. (Optional) To exchange messages with more than one person, press **Menu** (right softkey), select **Options > Add participant**, and then select the participant you want to add.
11. To end the messaging session, press **Menu** (right softkey) and select **End conversation**. (If you are exchanging messages with more than one person, select **End all conversations** to stop all the sessions at once.)

**Tip**

From the **Messenger** contacts list screen, press **Menu** (right softkey) and select options to add, block, or remove a contact; change your status to **Busy**, **Away**, and so on; add a display picture or personal message; and more.

## Setting Up and Using Instant Messaging

You can use the *Instant Messaging* application to set up your Treo Pro smartphone to work with multiple IM accounts at the same time. You can be online with and exchange instant messages with AOL, Yahoo, and Windows Live contacts without having to switch to different application screens. A tabbed interface makes it easy for you to switch between conversations.





### Installing the Instant Messaging Application

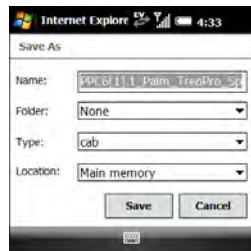
Before you can set up and use the *Instant Messaging* application, you must install it from the Web.




#### Before You Begin

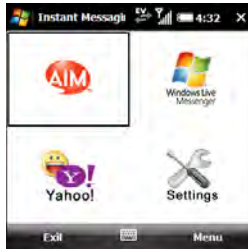
Be sure your phone is on and you are in a coverage area (see “Turning Your Treo Pro Smartphone On and Off” on page 32).

Your account must include data services (see “Getting Started With Data Services” on page 114).






1. Press **Start**  and select *Programs*.
2. Select *Instant Messaging* .
3. Note the file name that appears on the next screen, and then select **Save** (left softkey).
4. Accept the defaults in the *Name*, *Folder*, and *Type* fields on the **Save As** screen.
5. In the *Location* field, select *Main memory*.
6. Select **Save**. (The file is saved to the *My Documents* folder on your device.)
7. Press **Option**  + **Start**  to open the *File Explorer* application.




- Use the **5-way** to scroll to the file named in step 3 and press **Center** . (The **Instant Messaging** application is installed, or if you have an expansion card in your device, you are prompted to choose an installation location.)
- (Optional) Select **Device** if you are asked to choose a location to which to install **Instant Messaging**.
- Press **OK**  when you see the successful installation message. (The application is installed and starts automatically the next time you select **Instant Messaging** .)

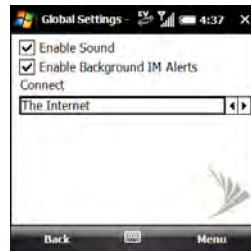


## Setting Up Your Instant Messaging Accounts








- Press **Start**  and select **Programs**.
- Select **Instant Messaging** .
- Select **Settings**.
- For each messaging service you want to use—America Online , Windows Live , or Yahoo —select the tab and enter the following information. (The Windows Live account screen appears first by default.)
  - Your user name and password. (Your user name may be an email address, ID, or screen name, depending on the IM service.)

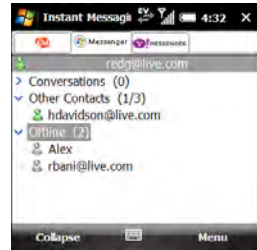
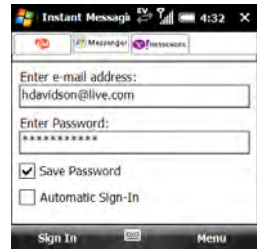


- Check the **Save Password** box if you want to have your password entered automatically every time you sign in.
  - Check the **Auto Sign In** box if you want to be signed in automatically every time you select the instant messaging account after you open **Instant Messaging**.
  - Check the **Enable Community** box if you want to use the IM account at the same time as another account you set up. (At least one account must have **Enable Community** selected.)
  - Check or uncheck the **Auto Save Conversations** box. (Press **Down** ▼ to see this option.)
5. Press **Menu** (right softkey) and select **Save**.
  6. When you have entered all your account information, press **Back** (left softkey).
  7. Press **Menu** (right softkey) and select **Settings** or **Preferences** > **Global Settings**. (The menu may say **Preferences** instead of **Settings**, depending on which account you selected.)
  8. For all IM accounts, enable or disable sounds and background IM alerts and select the network to connect with.
  9. Press **Back** (left softkey).
  10. Press **OK** .








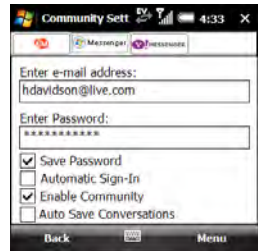
## Signing In To and Using Instant Messaging Accounts

1. Press **Start**  and select **Programs**.
2. Select **Instant Messaging** .
3. Select an instant messaging service for which you have set up an account: America Online , Windows Live , or Yahoo . (If you selected **Automatic Sign-In** during setup, the sign-in process continues automatically.)
4. Enter your user name and password, if required.
5. (Optional) Check the **Save Password** box if you do not want to enter your password each time you sign in.
6. (Optional) Check the **Automatic Sign-In** box if you want to sign in automatically every time you select the instant messaging account.
7. Press **Sign In** (left softkey).
8. If you set up more than one instant messaging account, select the tab for each account you want to sign in to, enter your user name and password, and press **Sign In** (left softkey).
9. Press **Menu** (right softkey) and select menu items to perform IM functions in the account you are using. (The menu items vary slightly from one account type to the next.)
10. Press **Menu** (right softkey) and select **Help** to get information about using the **Instant Messaging** application.
11. To switch between accounts, press **Left**  and **Right**  on the **5-way**.
12. To sign out, press **Menu** (right softkey) and select **Sign Out** or **Sign Out all and exit**.



## Changing Instant Messaging Community and Global Settings

1. Press **Start**  and select **Programs**.
2. Select **Instant Messaging** .
3. Select an instant messaging service for which you have set up an account: America Online , Windows Live , or Yahoo .
4. Press **Menu** (right softkey) and select **Settings** or **Preferences** > **Community Settings**. (The menu may say **Preferences** instead of **Settings**, depending on which account you selected.)
5. Change settings as required and press **Back** (left softkey). Select **Yes** to confirm your changes. (Press **Down** ▼ to see the **Auto Save Conversations** option.)
6. Press **Menu** (right softkey) and select **Settings** or **Preferences** > **Global Settings**.
7. Change any of the settings as required and press **Back** (left softkey). (Select **Yes** to confirm your changes.)



## Browsing the Web

### In This Section

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- ◆ Viewing a Web Page
  - ◆ Working With Favorites
  - ◆ Working With Web Pages
  - ◆ Customizing Your Internet Explorer® Mobile Settings
  - ◆ Using WorldMate Pro
  - ◆ Using Kinoma FreePlay
  - ◆ Searching the Web From Your Today Screen
- 

To browse the Web, you must activate data services (see “Enabling Data Services” on page 114), or you must establish a connection to a Wi-Fi network (see “Connecting to a Wi-Fi Network” on page 204).

**Internet Explorer® Mobile** provides quick and easy access to Web pages. You can view most of the sites you use on your computer, including those with security and advanced features, such as JavaScript and frames. **Internet Explorer Mobile** supports JavaScript, Secure Sockets Layer (SSL), and cookies, but does not support plug-ins such as Shockwave or Java applets.

**Note**

For additional information on features supported by Internet Explorer Mobile, visit [microsoft.com](http://microsoft.com).



## Viewing a Web Page

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By default, *Internet Explorer Mobile* scales Web page content to fit your smartphone screen so that you can view most of the information without scrolling left or right.

**Did you know?**

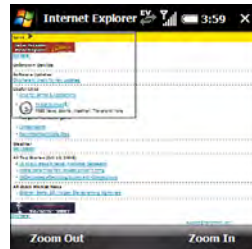
You can start a Web search from your **Today** screen by selecting the **Live Search** field, entering the item you want to find, and then pressing **Center** on the **5-way**. In *Internet Explorer Mobile*, you can start a search by entering an item in the address bar and pressing **Center**.

1. Make sure that your phone is on (see “Turning Your Phone On and Off” on page 34).
2. Press **Start**  and select *Internet Explorer*. (If your **Today** screen is displayed, press *Internet* [right softkey] to open Internet Explorer).
3. Highlight the address line, enter the address of the Web page you want to view, and then press **Center** . (If you browse to a secure Web page, the **Lock** icon in the address line appears closed instead of open.)





4. Press **Menu** (right softkey) and select **Zoom Out** to view the entire Web page in zoom view and choose the area you want to view on your Treo screen:



- Press **Zoom Out** (left softkey) and **Zoom In** (right softkey) to change the zoom as necessary.
  - Press **Up** ▲, **Down** ▼, **Left** ◀, and **Right** ▶ in zoom view to move the rectangle around the screen. (It shows how much you can see on your Treo screen in the default reading view.)
  - Press **Center** ○ to return to reading view showing the area you have defined. (You can also tap the screen with the stylus to return to the default view.)
5. Press **Menu** (right softkey), select **View**, and then select any of the following:
- **Text Size**: Set the size of the text displayed for Web pages.
  - **Full Screen**: Hide the title bar and toolbar and fill the entire screen with the contents of the Web page.

**Tip**

To exit full screen, tap and hold the stylus on the screen to display the menu, and then select **Full Screen** again to turn it off.

- **Mobile**: Your smartphone tells the Web server that it is a mobile device so that the Web server provides content that is more suitable for display on a mobile device.
- **Desktop**: Keeps the same layout and size as on a desktop computer, which requires both horizontal and vertical scrolling.

**Tip**

Use **Desktop** view for Web sites that contain video and Flash content.

6. Do any of the following to move between Web pages:
- To view the previous page, press **Back** (left softkey) or **Backspace** ⏪.

- To move forward a page, press **Menu** and select **Forward**.
  - To refresh the page with the latest content from the Internet, press **Menu** (right softkey) and select **Refresh**.
7. Do either of the following to scroll or pan within a Web page:
- Press and hold **Up** ▲ or **Down** ▼, **Left** ◀, and **Right** ▶ to scroll in all directions.
  - Touch the stylus to the screen and drag it in any direction to reposition the page view. (You may find that you can do this just as easily by dragging your thumb around the screen.)

**Tip**




*An arrow cursor appears on the screen when you are scrolling. It changes to a hand when it moves over a hyperlink.*

8. To follow a link to another Web page, press **Up** ▲ or **Down** ▼ to highlight the link, and then press **Center** ○ to go to the selected page. (You can also tap the link on the screen with your stylus.)
9. To send a link, press **Up** ▲ or **Down** ▼ to highlight the link, select **Menu** (right softkey) and select **Tools** > **Send Link**. (Select the account you want to use to send it. A new message opens containing the link. Simply address the message and send.)

**Did you know?**

*You can send email from a Web page. Email addresses appear as links on Web pages. After you configure an email application on your Treo Pro smartphone, you can select an email link to create a message to send to that address.*

10. To view a Web page's properties, press **Menu** (right softkey) and select **Tools** > **Properties**.
11. To view each item in a list, tap the list with your stylus. In a list, press **Down** ▼ or **Left** ◀ to cycle between items, and press **Center** ○ to make a selection.

- In a form, such as a browser search field, press **Center**  to interact with the form, and then press **Center**  to stop interacting with the form.
- Press **OK**  to close **Internet Explorer Mobile**.

**Tip**

To return to a recently viewed page, select the address line list, press **Down** to the address you want, and then press **Center** to select it.

**Did you know?**

The security certificates and 128-bit SSL strong encryption let you browse secure sites, such as online shopping, banking, and email. Remember that some secure sites also require specific browsers and may not work with **Internet Explorer Mobile**. Ask the organization for an alternate Web address (URL) that is compatible with **Internet Explorer Mobile**.

## Working With Favorites

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Favorites lets you bookmark a Web page so that you can instantly access it without entering the Web address. If you set up synchronization with the desktop sync software, your favorites synchronize by default.

**Did you know?**

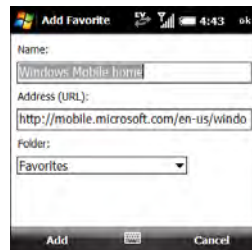
To get favorites from the Web browser on your computer into the Web browser on your Treo™ Pro smartphone by Palm, just add them to the **Mobile Favorites** folder, which shows up in your computer's browser. When you sync, they become available on your smartphone as well. Backup copies of any favorites that you add on the smartphone browser are also stored in the Mobile Favorites folder.

## Creating a Favorite


### **Before You Begin**

Create the folders where you want to store your favorites. Once you create a favorite, you can't move it to another folder.

1. Go to the page you want to mark as a favorite.
2. Press **Menu** (right softkey) and select **Add to Favorites**.
3. (Optional) Select **Name** and enter a different description.
4. (Optional) Select **Create in** and select the folder where you want to create the favorite.
5. Press **Add** (left softkey).





## Viewing a Favorite

1. Press **Start**  and select **Internet Explorer**.
2. Press **Favorites** (left softkey).


### **Note**

If Internet Explorer is already running and you have visited Web pages, the left softkey may say **Back**, not **Favorites**. In this case, to view favorites, press **Menu** (right softkey) and select **Favorites**.

3. Press **Down**  to highlight the page you want to view in the list, and then press **Center** .

## Organizing Your Favorites

You can create folders for organizing your favorites. For example, you can store travel links in one folder, stock links in another, and business links in a third folder.

1. Press **Start**  and select **Internet Explorer**.
2. Press **Favorites** (left softkey).

**Note**

If Internet Explorer is already running and you have visited Web pages, the left softkey may say **Back**, not **Favorites**. In this case, to view favorites, press **Menu** (right softkey) and select **Favorites**.

3. Press **Menu** (right softkey) and select **New Folder**.
4. Enter a name for the folder and press **Add** (left softkey).


The new folder appears at the top of your Favorites list. When you create a new favorite, the folder is available in the Folder list on the **Add Favorite** screen. You cannot move existing favorites into a new folder.

## Working With Web Pages

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### Downloading Files and Images From a Web Page

You can download files that are usable on your Treo Pro smartphone, such as new applications, MIDI ringtones, or pictures that are specifically tagged for download.

1. Go to the page that contains the link to the item you want to download.
2. Do either of the following:
  - To download a file, highlight the link to the file, press **Center** , and then select **Save Target As**.
  - To download an image, tap and hold the image and select **Save Image As**.
3. Fill in the fields of the **Save As** screen.
4. Select **Save**.

## Copying Text From a Web Page

You can copy text from a Web page and paste it into Office Mobile applications.

1. Press **Menu** (right softkey), select **Copy/Paste**, and then select **Make Selection**.
2. Use the stylus to highlight the text you want to copy.
3. Press **Copy** (left softkey).
4. Open an Office Mobile file into which you want to paste the text.
5. Select the location for the text, press **Menu** (right softkey), and select **Paste**.

## Using the History List

The **History** list stores the addresses of the pages you visited recently.

1. Press **Menu** (right softkey) and select **History**.
2. Select the Web page you want to view, or press **Cancel** (right softkey) to close the **History** list.

### Tip

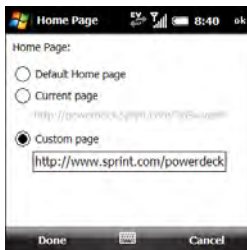
For information on clearing the **History** list, see the next section, "Customizing Your Internet Explorer® Mobile Settings."

## Customizing Your Internet Explorer® Mobile Settings

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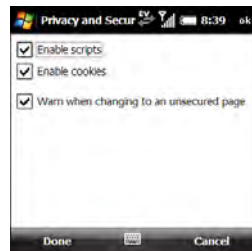
1. Press **Menu** (right softkey) and select **Tools > Options**.
2. On the **Options** screen, select the option category you want to change.
3. Select **Home Page** and set any of the following:
  - **Default Home page:** Sets the home page to the Internet Explorer Mobile 6 home page.
  - **Current page:** Sets the home page to the page currently displayed in Internet Explorer Mobile.

- **Custom page:** Enter the address of the page you want to be your home page.



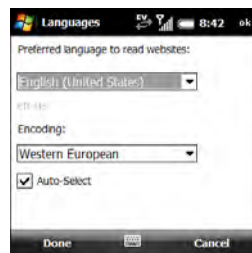
4. Select **Privacy and Security** and set any of the following options. (Press **Done** [left softkey] when you have finished.)

- **Enable scripts:** Sets whether *Internet Explorer Mobile* runs scripts on the pages you visit.
- **Enable cookies:** Sets whether *Internet Explorer Mobile* accepts cookies.
- **Warn when changing to an unsecured page:** Sets whether a message appears when you switch from a secure page to one that is not secure.



5. Select **Languages** and set any of the following options. (Press **Done** [left softkey] when you have finished.)

- **Preferred language to read websites:** Sets the language used to display Web pages and address bar text.
- **Encoding:** Defines the character set to be used to display Web pages.
- **Auto-Select:** Enables *Internet Explorer Mobile* to try to determine language encoding information when a Web site does not include it.

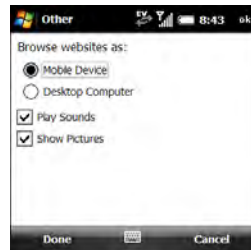


**Tip**

Most of the time you can use **Auto-Select** and let Internet Explorer Mobile determine a Web site's language and character set encoding. If it does not and you know the language, use the **Preferred language** and **Encoding** options to set them manually.

To change the language of menus and buttons, you need to install a version of **Internet Explorer Mobile** written in the language you prefer.

6. Select **Other** and set any of the following options. (Press **Done** [left softkey] when you have finished.)
  - **Mobile Device:** Your smartphone tells the Web server that it is a mobile device so that the Web server provides content that is more suitable for display on a mobile device.
  - **Desktop Computer:** Web sites are displayed as created for viewing with a desktop computer.
  - **Play Sounds:** Allow Web sites you visit to play sounds.
  - **Show Pictures:** Display pictures on Web sites. (Web pages will display faster if this option is turned off.)
7. Press **Close** (right softkey).

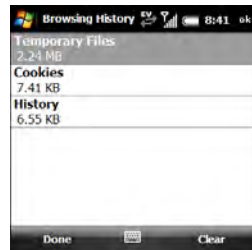




## Clearing Internet Explorer Mobile Files

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1. Press **Menu** (right softkey) and select **Tools > Options**.
2. On the **Options** screen, select **Browsing History**.
3. Select one of the following types of files and press **Clear** (right softkey). (Press **Done** [left softkey] when you have finished).
  - **Temporary Files:** Removes saved pages and Web files that you viewed or synchronized with your computer.
  - **Cookies:** Deletes stored cookies. (Cookies are small files containing information about your identity and preferences. A Web page sends the file and stores it on your smartphone.)
  - **History:** Empties the **History** list.
4. Press **Close** (right softkey).



## Using WorldMate Pro

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With **WorldMate Pro**, you can gain access to your travel itinerary details, global weather forecasts, world clocks, currency, clothing size and measurement converters, a tip and tax calculator, and more.



### **Before You Begin**

Be sure your phone is on and you are in a coverage area (see "Turning Your Treo Pro Smartphone On and Off" on page 32).



Your account must include data services (see "Getting Started With Data Services" on page 114).

## Installing WorldMate Pro

Before you can set up and use *WorldMate Pro*, you must install it from the Web:

1. Press **Start**  and select **Programs**.
2. Select **Get WorldMate** .
3. Follow the onscreen instructions to download and install the software.

## Using WorldMate Pro Travel Information and Tools

1. Press **Start**  and select **Programs**.
2. Select **WorldMate Pro** .
3. Press **Next** (left softkey).
4. The first time you open the application, press **Accept** (left softkey).
5. Enter your email address, and then enter it again to confirm it.
6. Make up and enter a password of your choice. (This does not need to be your email account password.)
7. Press **Submit** (left softkey).
8. Select the city nearest to your home city.
9. Press **Next** (left softkey).
10. Select any of the WorldMate features: *Weather Center*, *Flight Center*, *My Itinerary*, *Travel Tools*, or *Converters*.



### Note

For each feature, some options are available to WorldMate Professional subscribers only. WorldMate Professional is a paid service. To subscribe, select **Go Pro**.

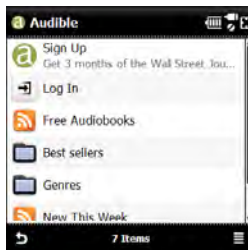
### Tip

From any screen, press **Menu** (right softkey) and select **Options** to set the interval for automatically updating weather and other information, set the temperature display format, and set whether to automatically preview your itinerary.

## Using Kinoma FreePlay



**Kinoma FreePlay** is a mobile media browser that you can use to find and play video, audio, and pictures on your Treo Pro smartphone. You can use **Kinoma FreePlay** to share YouTube clips, catch breaking news updates from Reuters, view hundreds of webcams and traffic cameras built into Kinoma Guide, or tune into your own kid-cam or pet-cam.

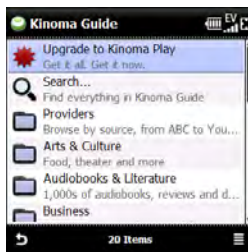
Kinoma Guide is a constantly updated guide to mobile-ready content on the Web. You'll have on-demand access to thousands of podcasts, music, audiobooks, and more. There is no monthly subscription fee for **Kinoma FreePlay**, but you must activate **Kinoma FreePlay** before you can use it. **Kinoma Freeplay** must be activated before you can view **YouTube Videos**  or listen to the audio version of the **Wall Street Journal** , both available under **Programs**.



You can purchase Kinoma Play to get additional features such as support for iTunes and automatic uploads to YouTube. Check out [kinoma.com](http://kinoma.com) for more information.

To activate Kinoma FreePlay:

1. Press **Start**  and select **Programs**.
2. Select **Kinoma FreePlay** .
3. Enter the email address you want to associate with the account.
4. (Optional) Select **View** to read the license agreement.
5. Check the **I accept the License Agreement** box.
6. Select **Activate**. A message informs you that an email has been sent to the address you entered.
7. Select **Exit**.
8. When the email arrives, open it and click the link indicated to activate your account.
9. Open **Kinoma FreePlay** again.



**Note**

Each time you open **Kinoma FreePlay**, it scans your smartphone to index your media files. You can view any of your media files by selecting **My Media Files**. **Kinoma Guide** is also continually updated.

## Searching the Web From Your Today Screen

Use the **Live Search** bar to search the Internet for images, news articles, maps, and other specific types of content related to the search topic. The **Live Search** bar appears on the **Today** screen.

1. Make sure your that your phone is turned on and you are inside a coverage area (see “Turning Your Phone On and Off” on page 34).
2. Go to your **Today** screen.
3. Select the **Live Search** field and enter the word or phrase you want to find.
4. Press **Search** (left softkey).
5. Use the **5-way** to scroll through the results and do any of the following:
  - To see images related to the text that you entered, scroll to and select **Images**.
  - To search the Internet for the text that you entered, scroll to and select **Web**.
  - To see news articles related to the text that you entered, scroll to and select **News**.
  - To see a list of Windows Mobile Spaces that contain information related to the text that you entered, select **Spaces**.
  - To see a map of the area related to the text that you entered, scroll to and select **Map**.





## ***Using GPS Navigation***

### *In This Section*

---

- ◆ Using Sprint Navigation
  - ◆ Setting Up an External GPS Device
-



## Using Sprint Navigation

**Sprint Navigation** is a GPS navigation system that gives you turn-by-turn directions by map and by voice right from your Treo™ Pro smartphone by Palm. Get audible GPS directions for an appointment, a sales call, or even a coffee shop close by. If **Sprint Navigation** is not included in your service plan, contact Sprint for information about daily or monthly subscription rates for the service.

### Before You Begin

Make sure that your phone is on and you are inside a coverage area (see “Turning Your Phone On and Off” on page 34).

Make sure that location privacy is on (see “Selecting Your Location Privacy Setting” on page 99).

1. Press **Start**  and select **Programs**.
2. Select **Sprint Navigation** .
3. Follow the onscreen prompts to download the software and establish a subscription.
4. After you set up a subscription, and your account is verified, press **Go** (right softkey) to continue.
5. Use the **5-way** to select the icon that best describes what you want to do:
  - **Drive To:** Get turn-by-turn driving instructions to a specific location.
  - **Maps & Traffic:** View a map and traffic information for your current location or another location of your choice.
  - **Search:** Locate nearby services, such as the least expensive gas station in the area or the closest bank or ATM.





- **Tools & Extras:** Set *Sprint Navigation* options and access other tools. For example, you can view a compass and assign your current location a name, such as Home.



**Tip**


**Sprint Navigation** requires signals from GPS satellites. For optimum performance, use **Sprint Navigation** outdoors or close to a window. The satellite signal is diminished when your Treo Pro smartphone is indoors. Also, hold the bottom portion of your device to avoid blocking the internal antenna, which is located in the upper third of the device.

## Setting Up an External GPS Device

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If you have a global positioning system (GPS) receiver, your Treo Pro smartphone can show your exact location on a map. (See [palm.com](http://palm.com) for compatible GPS receivers.) The **External GPS** settings do not affect the built-in GPS features of your device. Refer to the documentation that came with your GPS receiver for detailed setup instructions, which may include installing software on your smartphone. The following steps describe how to set up your smartphone to work with an external GPS device.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **External GPS** .
3. On the **Programs** tab, select the **GPS program port** list, and then select the port for applications to use to access GPS information. (This port must also be selected in your GPS application's configuration settings.)
4. Select the **Hardware** tab.
5. Select the **GPS hardware port** list, and then select the port to which your GPS receiver is connected. (This must be a different port from the one you set in step 3 as your program port. To connect to the GPS device using Bluetooth® wireless technology, you must first set up a partnership between the two devices. See “Setting Up a Bluetooth Connection” on page 214.)

6. Select the **Access** tab and check the **Manage GPS automatically** box. (This setting lets more than one application simultaneously access your GPS information.)
7. Press **OK** .

**Note**

The External GPS settings described in this procedure do not affect Sprint Navigation.

## ***Using Wireless Connections***

### *In This Section*

---

- ◆ Connecting to a Wi-Fi Network
  - ◆ Connecting to Devices With Bluetooth® Wireless Technology
  - ◆ Beaming Information
  - ◆ Using Comm Manager to Turn Wireless Services On and Off
-

## Connecting to a Wi-Fi Network

---

Many environments, such as corporate offices, coffee shops, airports, and libraries, offer access to a Wi-Fi network. A Wi-Fi network is a wireless local area network (WLAN) that is based on the 802.11b/g standard. When you're within range of an accessible Wi-Fi network, you can use the Wi-Fi feature of your Treo™ Pro smartphone by Palm to connect to that network and access the Web.

### *Why Use a Wi-Fi Connection?*

A Wi-Fi connection is especially helpful in the following situations:

- You're outside a coverage area and you want to access the Web.
- Your Sprint service plan incurs additional charges for data services and you want to minimize data service charges by using a Wi-Fi connection instead.
- You're inside a coverage area but outside a Sprint Mobile Broadband Network. (A Wi-Fi connection may provide faster throughput than a 1xRTT data connection.)
- You want to maintain a Web connection while talking on the phone.

#### *Note*

*You can use a Wi-Fi connection for scheduled synchronization with an Exchange server, taking advantage of Microsoft Direct Push technology for wireless synchronization.*

## Are There Different Types of Wi-Fi Networks?


There are two types of Wi-Fi networks:

- **Open networks:** These networks broadcast their name (SSID) and do not require you to enter a password or other settings. To learn how to connect to an open network, see “Connecting to an Open Network” on page 206.
- **Secure networks:** These networks may broadcast their name, but at the very least, they may also require you to enter a password that you get from a system administrator. Secure networks may also require you to get other network settings from the system administrator and enter them during setup. To learn how to connect to a secure network, see “Connecting to a Secure Network” on page 207. If you’ve already set up a connection to a secure network and want to reconnect to it, see “Connecting to an Open Network” on page 206.

### Key term

**Wi-Fi access point** Also called a hotspot. A network device with an antenna that provides wireless connections to a larger network.

## Turning the Wi-Fi Feature On and Off

- To turn Wi-Fi on, press **Wi-Fi**  (on the side of your smartphone near the stylus slot).
- To turn Wi-Fi off, press and hold **Wi-Fi** .

When Wi-Fi is on, your **Today** screen displays **Wi-Fi: On**.

### Tip

By default, when your screen turns off, the Wi-Fi feature turns off to save power. Wi-Fi does not turn back on automatically when your screen turns back on. You can adjust the Wi-Fi settings to keep Wi-Fi on all the time. See “Customizing Wi-Fi Settings” on page 211.

## Wi-Fi Status Icons

The Wi-Fi icon on your **Today** screen indicates the status of the Wi-Fi feature.



The Wi-Fi feature on your smartphone is turned on, but you are not connected to a Wi-Fi network.



You have a Wi-Fi notification waiting. For example, if Wi-Fi is turned on and you are not within range of a preferred network, you can tap this icon to view available networks.




Your smartphone is connected to a Wi-Fi network, and you are actively in the process of connecting or you are connected and are transmitting data.

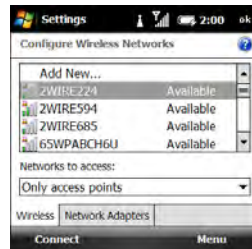
## Connecting to an Open Network

You can connect to an open network or to a secure network for which you have already set up a connection. If you have access to multiple Wi-Fi networks, you can select which network you want to connect to.

### Note

The WEP (wired equivalent privacy) encryption method is enabled by default and may interfere with your ability to connect to a network that broadcasts its name. See "Connecting to a Secure Network" on page 207 to learn how to disable WEP encryption.

1. Press **Wi-Fi**  on the side of your smartphone. What happens next depends on the state of Wi-Fi before you pressed the button:
  - **Wi-Fi was already on:** Your smartphone scans for available networks and automatically connects when possible. If your device does not automatically connect and the **Configure Wireless Networks** screen appears, highlight the network you want, and press **Connect** (left softkey).



- **Wi-Fi was off:** A notification appears, listing up to three available networks. If the network you want appears, highlight it and press **OK** (left softkey) to connect. If the network you want does not appear, select **Show all networks**, highlight the network you want, and press **Connect** (left softkey).

**Tip**

To dismiss the notification without connecting to a network, press **Menu** (right softkey) and select **Dismiss**. To turn off the notification feature, press **Menu** (right softkey) and select **Don't show this message again**. You can turn the feature back on later (see "Customizing Advanced Wi-Fi Settings" on page 213).

2. When the connection message appears, press **Dismiss** (right softkey).

**Tip**

Narrow the list of networks that appear on the **Configure Wireless Networks** screen by selecting **Networks to access** and then selecting **Only access points** or **Only computer-to-computer**.

Some locations, such as airports and coffee shops, provide an open network but charge a fee to use it. After you connect your smartphone to the network, you need to open **Internet Explorer Mobile** and register with the Wi-Fi service provider before you can check email or browse the Web.

## Connecting to a Secure Network

To set up a connection to a secure network, do the following:

1. Press **Wi-Fi** (📶) on the side of your smartphone. What happens next depends on the state of Wi-Fi before you pressed the button:
  - **Wi-Fi was already on:** Your smartphone scans for available networks and automatically connects when possible. If your device does not automatically connect and the **Configure Wireless Networks** screen appears, highlight the network you want, and press **Connect** (left softkey), or select **Add New**.

- **Wi-Fi was off:** A notification appears, listing up to three available networks. If the network you want appears, select it and press **OK** (left softkey) to connect. If the network you want does not appear, select **Show all networks**, highlight the network you want, and press **Connect**.

**Note**

*As you continue with this procedure, depending on the selections you make, some screens are not displayed, and you can skip those steps.*

2. On the **Configure Wireless Networks** screen, enter the following settings, and then press **Next** (right softkey):

- **Network name:** If this field is blank, enter the SSID provided by the system administrator. (This field is case sensitive.)
- **Connects to:** Set whether this network connects to **the Internet** or to **Work**. (You may need to select **Work** to access a corporate intranet.)
- **This is a hidden network:** If you had to enter the network name, this is a hidden network. (Check this box to connect to this network now and in the future.)
- **This is a device-to-device (ad-hoc) connection:** Leave this box unchecked if you're connecting to a network (Wi-Fi access point). (Check this box only if you're connecting to another device.)






3. Enter the following settings, and then press **Next** (right softkey):

- **Authentication:** Set the method used to identify devices that connect to the network:
  - **Open:** The network uses open authentication.
  - **Shared:** The network uses shared authentication.
  - **WPA:** The network is a WPA network that uses 802.1x protocols.
  - **WPA-PSK:** The network is a WPA network that requires a password that is shared between the network and your Treo Pro smartphone. (This password is also known as a *pre-shared key* [PSK].)
  - **WPA2:** The network provides government grade security with an AES encryption algorithm.
  - **WPA2-PSK:** The network is a WPA2 network that requires a pre-shared key.
- **Data Encryption:** Set the encryption method. (The options in this list vary based on your **Authentication** setting.)
  - **Disabled:** Turn data encryption off.
  - **WEP:** Turn on the Wired Equivalent Privacy encryption method.
  - **TKIP:** Turn on the Temporal Key Integrity Protocol encryption method. (This method is often used to encrypt WPA and WPA-PSK connections.)
  - **AES:** Turn on the Advanced Encryption Standard protocol. (This method is often used to encrypt WPA, WPA-PSK, WPA2, and WPA2-PSK connections.)
- **The key is automatically provided:** Set whether you need to specify the network key and key index provided by your system administrator, or whether the network provides this information. (The availability of these options varies based on your **Authentication** and **Data Encryption** settings.)



- **Network key:** Enter the **Network key** provided by your system administrator, if it is not automatically provided by the network. (The availability of this option varies based on your **Authentication** and **Data Encryption** settings.)
  - **Key index:** Enter the **Key index** provided by your system administrator, if it is not automatically provided by the network. The availability of this option varies based on your **Authentication** and **Data Encryption** settings.
4. Enter the following settings, and then press **Finish** (right softkey):
    - **Use IEEE 802.1x network access control:** Set these parameters if required by the network.
    - **EAP type:** Set the Extensible Authentication Protocol type.
  5. Press **OK** .







#### Note

If you also need to create a custom security certificate, see “Customizing Wi-Fi Settings” on page 211 for instructions.





## Disconnecting From a Wi-Fi Network

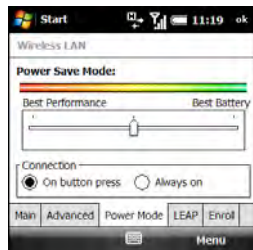
To disconnect from a Wi-Fi network, do one of the following:

- To save any settings you entered, press and hold **Wi-Fi**  to disconnect from the Wi-Fi network. (The next time you’re within range and the Wi-Fi feature is turned on, your Treo Pro smartphone automatically connects to this network.)
- To save any settings you entered, you can also tap the **Wi-Fi**  icon, select **Comm Manager**, and tap **Wi-Fi OFF**.
- Press **Start** , select **Settings**, select the **Connections** tab, and then select **Wi-Fi** . Highlight the network from which you want to disconnect, and then press **Menu** (right softkey) and select **Turn Off Wi-Fi**.

- To remove the network settings from memory, from the *Configure Wireless Networks* screen, press **Menu** (right softkey) and select **Remove Settings**. (The next time you're within range and the Wi-Fi feature is turned on, you must re-create the connection to connect to this network.)

## Customizing Wi-Fi Settings

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Wi-Fi Prefs** . (The **Main** and **Advanced** tabs show the status of the Wi-Fi feature and display information about an active Wi-Fi connection.)
3. Select the **Power Mode** tab and set any of the following:
  - **Power Save Mode:** Adjusts power consumption between maximizing network connection performance and maximizing battery life.
  - **Connection:** Sets when the Wi-Fi feature is on and when your device attempts to search for networks.
    - **On button press:** Leaves the Wi-Fi feature off until you press **Wi-Fi**  to turn it on. (After you turn the Wi-Fi feature on, your smartphone searches for available networks. If a network to which you previously connected is available, your smartphone automatically connects to that network.)
    - **Always On:** Leaves the Wi-Fi feature on, and your smartphone searches for available networks whenever the screen is awake. (If a network to which you previously connected is available, your smartphone automatically connects to that network. When this mode is enabled, you can prevent your device from searching for networks by pressing and holding **Wi-Fi**  to turn the Wi-Fi feature off.)



4. Select the *LEAP* tab and do any of the following:
- **Create a new LEAP entry:** Select *New*. (A LEAP entry is a security feature that protects the WEP key.)
  - **Modify an existing entry:** Highlight the entry and select *Modify*. (Enter the new information.)
  - **Delete an entry:** Highlight the entry and select *Delete*.




5. Select the *Enroll* tab and set any of the following:
- **User:** Specifies your user name for this Wi-Fi network.
  - **Password:** Specifies the password associated with the user name you specified on this screen.
  - **Server:** Specifies the name of the Internet Information Server (IIS) that stores the security certificate information for this Wi-Fi network.
  - **Retrieve Certificate:** Obtains a certificate based on the information you entered.






**Note**

Ask your network administrator for the user name, password, and server name for the Wi-Fi network you want to access.



6. Press **OK** .

## Customizing Advanced Wi-Fi Settings

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Wi-Fi** .
3. On the **Wireless** tab, press **Menu** (right softkey) and select **Advanced**.
4. Select either of the following:
  - **Turn on available network notification**: Sets whether a list of networks appears when you turn on the Wi-Fi feature.
  - **Turn off Wi-Fi if not connected in**: Sets the time interval for turning off the Wi-Fi feature if your device does not connect to a network.
5. Press **Save** (right softkey).
6. Press **OK** .




## Customizing Network Adapter Settings

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Wi-Fi** .
3. Select the **Network Adapters** tab and set any of the following:
  - **My network card connects to**: Sets the default network connection type for your device: **Work** or **The Internet**.



- **Tap an adapter to modify settings:** Lets you edit network adapter information. Select the adapter you want, and then select either of the following tabs:
  - **IP Address:** Sets whether the server assigns an IP address, or whether you enter a specific IP address.
  - **Name Servers:** Lets you enter the addresses of primary and alternate DNS and WINS servers.

4. Press **OK** .



## Connecting to Devices With Bluetooth® Wireless Technology



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With the Bluetooth® wireless technology feature of your Treo Pro smartphone, you can connect to a number of Bluetooth devices, such as a headset, printer, other phones and handhelds, and more. For a list of hands-free devices with Bluetooth wireless technology that are compatible with your smartphone, go to [palm.com/support](http://palm.com/support).

If your computer is enabled with Bluetooth wireless technology, you can also synchronize wirelessly.

### Setting Up a Bluetooth Connection

After you set up a connection with a Bluetooth device, you can communicate with that device whenever it is within range and the Bluetooth feature on your smartphone is turned on. Bluetooth range is up to 30 feet (10 meters). Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

1. If necessary, prepare the device you want to connect with to accept a new connection. (Check the device's documentation for details.)
2. Go to your **Today** screen.
3. Press **Start**  and select **Settings**.
4. Select the **Connections** tab and then select **Bluetooth** .
5. Select the **Mode** tab and check the **Turn on Bluetooth** box to turn on the Bluetooth feature on your Treo Pro smartphone. (Wait about 10 seconds for the Bluetooth feature to activate.)



**Did you know?** You can also turn the Bluetooth feature on and off from your **Today** screen. Select **Sprint** or **Phone off** to open **Comm Manager**, select **Bluetooth**, and then press **Exit** (left softkey).

6. If you're setting up a connection with a computer, check the **Make this device visible to other devices** box.

**Tip** To prevent unwanted devices from connecting to your Treo Pro smartphone, leave the **Make the device visible to other devices** box unchecked except when you're connecting with a computer or receiving information from another device.

7. Select the **Devices** tab, and then select **Add new device**.
8. Wait for your Treo Pro smartphone to search for devices and to display the device list.
9. Select the device you want to connect with, and then press **Next** (right softkey). (If the device you want does not appear, select **Refresh**.)

10. If you're prompted to enter a passkey, enter the same passkey on your smartphone and on the other Bluetooth device, and then press **Next** (right softkey).

**Important**

*Some Bluetooth devices have a predefined passkey. If your Bluetooth device has a predefined passkey, your Treo Pro smartphone attempts to enter the passkey for you. If the attempt is unsuccessful, you can find the predefined passkey in the documentation for your Bluetooth device. Many Bluetooth headsets use the default passkey 0000.*

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*Other Bluetooth devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Treo Pro smartphone and the Bluetooth device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.*

11. Press **Done** (left softkey), and then press **OK** .

You can now communicate with this device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 30 feet (10 meters).

**Tip**

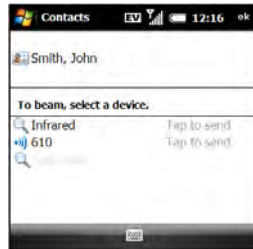
*To modify or delete an established partnership with a device, go to the **Bluetooth Settings** screen and select **Devices**. Highlight the connection you want to change or remove, press and hold **Center** on the **5-way**, and then select **Edit** or **Delete**. A deleted device can no longer automatically connect with your Treo Pro smartphone.*



## Sending Information Over a Bluetooth Connection

You can send an individual entry or file.

1. Make sure the receiving device is ready to receive a Bluetooth connection.
2. Highlight the entry or file you want to send.
3. Press **Menu** (right softkey) and select **Beam**. (If you don't see a **Beam** command, select **Send...>Beam** instead. The **Beam** and **Send** menu items change names based on the type of item you highlighted.)
4. Select the receiving device in the list.



When the transmission is complete, **Done** appears next to the name of the receiving device.



### Tip


Check your battery level before establishing a Bluetooth connection. If the battery level is low, you can't make a Bluetooth connection.

### Did you know?

You can synchronize using a Bluetooth connection (see "Synchronizing Over a Bluetooth" Wireless Technology Connection" on page 336).

## Receiving Information Over a Bluetooth Connection

1. Go to your **Today** screen.
2. Press **Start**  and select **Settings**.
3. Select the **Connections** tab and then select **Bluetooth** .
4. Select the **Mode** tab and check the **Turn on Bluetooth** box to turn on the Bluetooth feature on your smartphone. (Wait about 10 seconds for the Bluetooth feature to activate.)

5. If you haven't already set up a partnership with the transmitting device, check the **Make this device visible to other devices** box to let the device find your Treo Pro smartphone and request a connection.
6. Press **OK** .
7. When your smartphone is receiving information, a notification tells you that a transmission is in progress and asks you if you want to receive the transmitted data. Press **Yes** (left softkey) or **No** (right softkey).


**Tip**

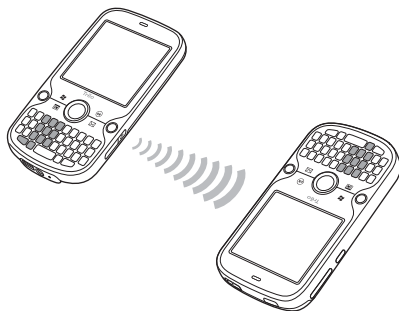
If you have trouble receiving information over a Bluetooth connection, press **Start** and select **Settings**. Select the **Connections** tab, and then select **Beam**. Make sure the **Receive all incoming beams** box is checked.

Remember to uncheck the **Make the device visible to other devices** box when you have finished receiving information from the other device.

## Beaming Information

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Your device is equipped with an IR (infrared) port that enables you to beam information to another device with an IR port. The IR port is located on the side of your device closest to the stylus, next to the **Wi-Fi**  button. You can also beam using the Bluetooth wireless technology on your device. The normal range for beaming with IR is about 8 inches (20 centimeters). The maximum range for beaming with Bluetooth technology is about 30 feet (10 meters). Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

**Tip**

*For best results, the path between the two devices must be clear of obstacles and both devices must be kept stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.*

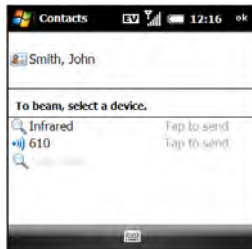
*The type of information you can beam depends on the type of device you are beaming to. Other Windows Mobile® 6.1 Professional devices are compatible with your Treo Pro smartphone.*

**Did you know?**

*You can synchronize using an infrared connection (see “Synchronizing Over an Infrared Connection” on page 337).*

## Beaming a Record


1. Highlight the entry or file you want to beam.
2. Press **Menu** (right softkey) and select **Beam**. (If you don't see a Beam command, select **Send... > Beam** instead. The Beam and Send menu items change names based on the type of item you highlighted.)
3. When the name of the receiving device appears, select it to begin the transfer. Do one of the following:
  - **Bluetooth**: When the name of the receiving device appears, select it to begin the transfer. (A blue icon indicates a Bluetooth connection.)
  - **IR**: Select **Infrared**. Point the IR port on your device directly at the IR port of the receiving device. (A red icon indicates an IR connection.)
4. Wait for **Done** to appear next to the name of the receiving device before you continue using your smartphone.



### Tip

The regional setting determines the list of characters that can be used when info is beamed between devices. If you try to send or receive a character that is not on the list, it appears as a question mark.


## Receiving Beamed Information

1. Press **End**  to turn on your screen if it is not already on.
2. If you are beaming over an IR port, point the IR port on your on your smartphone directly at the IR port on the transmitting device.
3. When the **Receiving Data** message appears, select **Yes** to receive the beam.

**Tip**


If you can't receive beamed information, press **Start** and select **Settings**. Select the **Connections** tab, and then select **Beam**. Make sure the **Receive all incoming beams** box is checked. If you still can't receive information, try a *soft reset* (see "Resetting Your Treo™ Pro Smartphone by Palm" on page 375).

## Using Comm Manager to Turn Wireless Services On and Off




To quickly turn all wireless services on or off, press and hold **Power** . Use **Comm Manager** to turn individual wireless features on or off.

- ▶ To open **Comm Manager**, tap near the top of the **Today** screen anywhere at the level of **Sprint** or **Phone off**.

You can also do any of the following:

- On the **Today** screen, select **Sprint** or **Phone off**.
- On the **Today** screen, tap the **signal-strength**  icon at the top of the screen and then select **Comm Manager**.
- If Bluetooth is on, tap the **Bluetooth**  icon on the **Today** screen.

To manage wireless services with **Comm Manager**:

1. Open **Comm Manager**.
2. Highlight a wireless service using **Up**  and **Down**  on the **5-way**, and then press **Center**  to toggle the setting. (You can also tap the **ON** or **OFF** button for a service.)
  - **Airplane Mode:** Turns off all wireless services that are on.
  - **Phone:** Enables or disables the phone application on your device. (Press **Settings** [right softkey] and select **Phone** to configure your phone settings.)



- **Bluetooth:** Toggles Bluetooth on and off. (Press **Settings** [right softkey] and select **Bluetooth** to configure Bluetooth on your device.)
  - **Wi-Fi:** Turns Wi-Fi on and off. (If you are connected to a wireless network, you can press **Settings** [right softkey] and select **Wireless LAN** to review your wireless network settings, adjust how Wi-Fi uses power, etc. If both the **ON** and **OFF** buttons are gray, Wi-Fi is off. You cannot turn Wi-Fi on with **Comm Manager**. You must use the Wi-Fi button on the side of your Treo. See “Turning the Wi-Fi Feature On and Off” on page 205.)
  - **Microsoft Direct Push:** Toggles between receiving Outlook email automatically via Direct Push technology or manually when you initiate a sync (see “Setting the Synchronization Schedule” on page 334).
  - **Data Connection:** Disconnects active data services (for example, EVDO and Direct Push). (If both the **ON** and **OFF** buttons are gray, you are not connected to a data service. You cannot connect to a data service in **Comm Manager**.)
3. Press **Exit** (left softkey).

## ***Your Portable Media Device***







## ***Synchronizing Your Media Files***

### *In This Section*

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- ◆ Synchronizing Your Pictures, Videos, and Music
  - ◆ Synchronizing Pictures, Videos, and Music: Windows XP
  - ◆ Synchronizing Pictures, Videos, and Music: Windows Vista®
-

## Synchronizing Your Pictures, Videos, and Music

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You can synchronize pictures, videos, and music files between your Treo™ Pro smartphone by Palm and your computer. How synchronization happens, however, depends on two conditions:

- **Sync direction:** Are you transferring the files from your smartphone to your computer or from your computer to your smartphone?
- **Operating system:** Do you use Windows XP or Windows Vista®?

### Note

*These procedures do not apply to files in your Windows Media® Player library. See “Synchronizing Windows Media® Player Library Files” on page 247 for details on synchronizing your library files.*

### Tip

*For best results, use Windows Media Player to sync your music files—for both Windows XP and Windows Vista computers.*

## Synchronizing Pictures, Videos, and Music: Windows XP

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Do the following to synchronize pictures, videos, and music files that you **capture on or copy to** your Treo Pro smartphone.

### Before You Begin

*Install Microsoft ActiveSync desktop software (see “Installing Desktop Sync Software: Windows XP and Windows Vista” on page 44).*

1. Sync as you normally would with the ActiveSync desktop software (see “Using the Desktop Sync Software” on page 47 for details).
2. To find synchronized pictures and videos on your computer, go to: **C:\Documents and Settings\. (This folder has subfolders for My Music, My Pictures, and My Videos.)**

Do the following to sync pictures, videos, and music files that *originate on your computer*.

1. Connect your smartphone to your computer with the USB cable.

**Note**

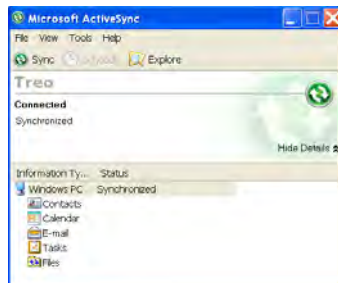
Most ActiveSync desktop software options are available only when your Treo Pro smartphone is connected to your computer.

2. On your computer, double-click the **ActiveSync** icon in the taskbar in the lower-right corner of your computer screen to open the ActiveSync desktop software window. (If you don't see the ActiveSync icon in the taskbar, click **Start > All Programs > Microsoft ActiveSync** to open the ActiveSync window.)

3. Under **Information Type**, double-click **Files** to view a list of the files in the Files sync folder. (If you don't see the Files option, open the **Tools** menu, select **Options**, and make sure the **Files** box is checked.)

4. Do any of the following:

- To copy a file from your computer to your smartphone, click **Add**, browse to and highlight the file, and then click **Open**.
- To delete a file from the Files sync folder on your computer and from your smartphone, highlight the file name and click **Remove**.



**Tip**

If you receive an error while synchronizing files, make sure that all of the files you're trying to sync are closed on both your computer and your Treo Pro smartphone.

If a Treo Pro smartphone My Documents sync folder has been created on your computer, you can also sync by dragging files into the appropriate subfolder under that folder.

# Synchronizing Pictures, Videos, and Music: Windows Vista®

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Do the following to synchronize pictures, videos, and music files that you *capture on or copy to your* Treo Pro smartphone.

## **Before You Begin**

Make sure Windows Mobile Device Center is installed on your computer (see “Installing Desktop Sync Software: Windows XP and Windows Vista” on page 44).

1. Connect your smartphone to your computer with the USB cable.
2. If Windows Mobile Device Center does not open automatically, on your computer, click **Start > All Programs > Windows Mobile Device Center**.
3. Select **Connect without setting up your device**.
4. Select **Pictures, Music and Video**.
5. Select **X new pictures/video clips are available for import**.
6. (Optional) Add a tag name for the pictures and videos you are importing.
7. Click **Import**.
8. To find all synchronized (imported) pictures and videos on your computer, click **Start > Pictures**, or go to: **C:\Users\<Username>\Pictures**.

## **Note**

Each time you import pictures and videos from your Treo Pro smartphone, Windows Mobile Device Center creates a subfolder in the Pictures folder based on the current date and any tag you select during the import process.

To synchronize music files that *originate on your* Treo Pro smartphone, and pictures, videos, and music files that *originate on your computer*, use Windows Media Player (see “Synchronizing Windows Media® Player Library Files” on page 247).

## ***Working With Your Pictures and Videos***

### *In This Section*

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- ◆ About Your Camera
  - ◆ Taking Pictures and Videos
  - ◆ Viewing Pictures and Videos
  - ◆ Sending Pictures and Videos
  - ◆ Organizing Pictures and Videos
  - ◆ Using a Picture as the Today Screen Background
  - ◆ Editing Pictures
-

## About Your Camera


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Your Treo™ Pro smartphone by Palm comes with an easy-to-use, built-in, 2.0-megapixel camera with up to 8x digital zoom. You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your smartphone, use your pictures as your *Today* screen background and as caller ID images.

## Taking Pictures and Videos

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### Selecting Camera Modes

By default, the camera on your device is in picture  mode, to capture standard still images (see “Taking a Picture” on page 231). You can change modes to any of the following:



**Video:** Captures video clips.



**MMS video:** Captures video clips suitable for sending as attachments to multimedia messages.



**Contacts picture:** Captures still images and immediately gives you the option to assign them to a contact.




**Panorama:** Captures a sequence of still images continuously and allows you to combine them into a panoramic view.



**Sports:** Captures a sequence of 3, 5, 7, or 10 still images with a single button press.



**Burst:** Captures a sequence of up to 30 still images while **Center**  is held down.

To switch camera modes, do the following:

1. Press and hold the **Side** button.
2. Press **Left** ◀ or **Right** ▶ until the **Mode** icon for the mode you want appears in the upper-left corner of the screen.





\* Mode icon

## Taking a Picture

By default, pictures are stored in the **My Pictures** folder on your Treo Pro smartphone. If you want to store your pictures on an expansion card (sold separately), you can change where pictures are stored (see “Organizing Pictures and Videos” on page 240). For information on accessing your pictures on your computer, see “Synchronizing Your Media Files” on page 225.

### **Did you know?**

*Pictures are captured and stored in 16-bit color, JPG format. Resolution settings range from a low end of 160x120 pixels to a high end of 1600x1200 pixels. You can change the default setting. See “Customizing Your Camera Settings” on page 235 for details.*

1. Press and hold the **Side** button. (If you see the **Video**  or **MMS Video**  icon in the upper-left corner of the screen, press **Left** ◀ or **Right** ▶ on the **5-way** until one of the camera icons appears.)
2. Aim your smartphone, as you would any camera, to frame the subject in the device's screen.
3. (Optional) If the onscreen controls are not displayed, press **Up** ▲ to display the controls and tap the screen with the stylus to open the **Quick Settings**. Tap any of the following settings repeatedly to toggle among the options for that item:











- **Resolution:** Sets the image quality.
- **White balance:** Specifies the light conditions.
- **Brightness:** Sets the brightness level. (When the **Quick Settings** are open, press **Left** ◀ or **Right** ▶ to adjust the brightness setting. If you use the stylus, tap the + or - icon to increase or decrease the brightness setting.)
- **Storage:** Specifies whether to save the picture to your device or to an expansion card (sold separately) inserted into your device. The expansion card option appears only if you have an expansion card inserted into your device.
- **Self-timer:** Lets you set a self-timer with a delay of 2 seconds or 10 seconds.



**Note**





*In picture mode, zoom works only when the resolution is less than 2M.*



5. Do the following for the mode you are using:
  - **Picture or Contacts picture:** Press **Center**  to capture the picture or start the self-timer.
  - **Panorama:** Press **Center**  for each picture you want to take.
  - **Sports:** Press and hold **Center**  while following the movement of your subject.
  - **Burst:** Press and hold **Center**  while the camera takes consecutive shots.
6. Hold your device still until the picture renders. After the picture has been captured, it appears on the **Review** screen. Select one of the following:
  -  Go back to the **Camera** screen to take another picture.
  -  Delete the picture.
  -  Send the picture as an attachment to a multimedia or email message.
  -  View the picture in the **Pictures & Videos** application (see “Viewing Pictures and Videos” on page 237).

## Recording a Video





Videos can be any length, provided you have enough storage space available. By default, videos are stored in the **My Pictures** folder on your device. If you want to store your videos on an expansion card or capture longer videos (provided you have ample storage space), see “Organizing Pictures and Videos” on page 240 to change your video settings. For information on transferring your videos to your computer, see “Synchronizing Your Media Files” on page 225.

1. Press and hold the **Side** button.
2. Press **Left**  or **Right**  until the **Video**  or **MMS video**  icon appears in the upper-left corner of the screen.
3. Adjust the position of your device until you see the subject you want to record on the screen.

- (Optional) If the onscreen controls are not displayed, press **Up** ▲ to display the controls and tap the screen to open the **Quick Settings**. Tap any of the following settings repeatedly to toggle among the options for that item:
  - **Resolution**: Sets the image quality.
  - **White balance**: Specifies the light conditions.
  - **Brightness**: Sets the brightness level.

**Tip**



When the Quick Settings are open, press **Left** or **Right** on the 5-way to adjust the brightness setting. If you use the stylus, first tap the + or - icon to specify whether you want to increase or decrease the brightness setting.


- **Storage**: Specifies whether to save the video to your device or to an expansion card (sold separately) inserted into your device. The expansion card option appears only if you have an expansion card inserted into your device.
- (Optional) With the controls displayed, press **Up** ▲ or **Down** ▼ to change the zoom level. The zoom indicator appears on the left side of the screen.
  - Press **Center** ○ to start recording.
  - When you've finished recording, press **Center** ○ to stop recording.
  - After the video has been captured, it appears on the **Review** screen. Select one of the following icons:
    -  Go back to the **Camera** screen to take another video.
    -  Delete the video.
    -  Send the video as an attachment to a multimedia or email message.
    -  View the video in Windows Media Player Mobile (see "Playing Media Files" on page 249).



## Customizing Your Camera Settings




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1. Press and hold the **Side** button.
2. Tap the **Menu**  icon.
3. On the **Capture Settings** tab, set any of the following options. (Not all options appear in all camera modes.)
  - **Effect:** Sets a special effect such as grayscale or sepia.
  - **Time Stamp (camera, sports, and burst modes only):** Sets whether the date and time are displayed on your captured pictures.
  - **Direction (panorama mode only):** Sets the direction in which images are to be combined into a panorama.
  - **Stitch Count (panorama mode only):** Sets the number of pictures that you want to be combined.
  - **Capture Speed (sports and burst modes only):** Sets the speed for capturing still pictures.
  - **Snapshots (sports mode only):** Sets the number of shots to be captured with each press of **Center** .
  - **Quality:** Sets the JPG image quality for still pictures.
  - **Metering Mode:** Sets whether the camera measures the amount of light around the center of the image or the average amount of light around the entire image to determine the best exposure value.
  - **Storage:** Sets whether to save items to your device or to an expansion card (sold separately).
4. Select the **Advanced** tab and set any of the following options. (Not all options appear in all camera modes.)
  - **Capture Format:** Sets the format you want for captured still images.

- **Shutter Sound:** Sets whether the camera makes a sound when you press **Center** .
- **Grid (camera mode only):** Sets whether an onscreen grid appears to help position the subjects of still pictures.
- **Keep Backlight:** Sets whether to turn the backlight on or off when using the camera. This overrides your device backlight settings when you are using the camera.
- **Review Duration:** Sets the time length that a captured picture or image is displayed before it is automatically saved and you return to the camera screen. (Select **No Limit** if you don't want a time limit. Select **No Review** if you want captured items to be saved immediately.)
- **Flicker Adjustment:** Sets the rate to reduce flicker on the camera screen.
- **Record with Audio (video and MMS video modes only):** Sets whether to include audio when recording.
- **Prefix:** Sets whether to include the date or the date and time as the prefix in captured item file names. (When **Default** is selected, the prefix for pictures is **IMAGE** and the prefix for videos is **VIDEO**.)

**Note**

*If you save pictures to an expansion card (sold separately), you cannot select a prefix. Pictures saved to a card are always given the **IMAGE** prefix.*



- **Counter:** Resets the file-naming counter to 1.
  - **Image Properties:** Adjusts properties such as contrast, saturation, hue, and sharpness for captured images. After you select the property you want, press **Right**  or **Left**  to increase or decrease the value.
  - **Show Reminder (Contacts picture mode only):** Sets whether an alert appears, asking whether you want to assign the captured picture to a contact.
5. Press **OK** .

# Viewing Pictures and Videos

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## Viewing a Picture

In addition to viewing the pictures you capture with the built-in camera, you can view pictures that are captured on many popular digital cameras or downloaded from the Internet. Your Treo Pro smartphone supports the following picture formats: JPG (JPEG, JPE), GIF, BMP, WBMP, PNG.


1. Press **Start**  and select **Pictures & Videos**.
2. If your pictures are not displayed in **Thumbnail View**, tap the **Show** list in the upper-left corner, select **My Documents**, and then select **My Pictures**.
3. Select the picture you want to view.
4. Press **OK**  to return to **Thumbnail View**.

### Tip

To view pictures that are stored in a different folder, select the list in the upper-left corner, and then select the album you want to view.

## Viewing a Video

In addition to viewing the videos you capture with the built-in camera, you can view videos captured on many popular digital cameras. Your Treo Pro smartphone supports the following types of video files: MPEG-4, 3GPP2, 3GPP, WMV, WMA, AVI.

1. Press **Start**  and select **Pictures & Videos**.
2. If your pictures are not displayed in **Thumbnail View**, tap the **Show** list in the upper-left corner, select **My Documents**, and then select **My Videos**.
3. Select the video you want to view. (For more information on viewing videos, see “Playing Media Files” on page 249.)









4. Press **OK**  to return to *Thumbnail View*.

**Tip**

To view videos that are stored in a different folder, select the list in the upper-left corner, and then select the album you want to view.

## Viewing a Slide Show



You can view your pictures as a slide show on your smartphone. Each picture is displayed for 5 seconds before changing to the next slide.

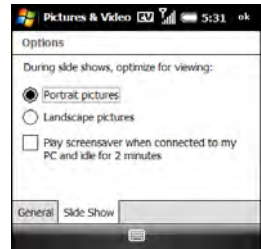
1. Press **Start**  and select *Pictures & Videos*.
2. Select the list in the upper-left corner and select the folder containing the pictures you want to view as a slide show.
3. Press **Menu** (right softkey) and select *Play Slide Show*.
4. Press **Center**  to display the slide show toolbar.
5. Use any of the following icons to control the slide show: **Rotate** , **Play** , **Pause** , **Reverse** , **Forward** , and **Stop** .

**Tip**

You can also press **Right** and **Left** on the 5-way to move forward or backward through the pictures.

## Customizing Picture Playback Settings


1. Press **Start**  and select **Pictures & Videos**.
2. Press **Menu** (right softkey) and select **Tools > Options**.
3. On the **General** tab, set the following options:
  - **Use this picture size:** Set the size of pictures you send via email.
  - **When rotating a picture, rotate 90 degrees:** Set the direction in which pictures rotate.
4. Select the **Slide Show** tab and set the following options:
  - **During slide shows, optimize for viewing:** Set whether pictures are optimized for portrait or landscape format during slide shows.
  - **Play screensaver when connected to my PC and idle for 2 minutes:** Set whether the pictures in your **My Pictures** folder are used as a screen saver on your Treo Pro smartphone when your smartphone is connected to your computer and the desktop synchronization software is not running.
5. Press **OK**  to return to **Thumbnail View**.



## Sending Pictures and Videos

You can send a picture or video to other picture-enabled wireless devices or to an email address.

**Did you know?** You cannot send copyrighted pictures or videos that appear with a **Lock icon** in Thumbnail View.

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture you want to send, or tap the **Show** list in the upper-left and navigate to another folder such as **My Documents > My Videos** to select a file.
3. Press **Menu** (right softkey) and select **Send**.
4. Select the option you want to use to send the picture or video: an email account, or as a picture or video message.
5. When the **Messaging** application opens, address and send the message.  
(See “Creating and Sending an Email Message” on page 137 and “Creating and Sending a Multimedia Message” on page 161 for details.)

**Tip**

You can also beam an item to a nearby device. Press **Menu** (right softkey) and select **Beam**.


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If you have set up Windows Live on your device (see “Using Windows Live™” on page 173), you can send a picture to the Web storage space of your Windows Live account. From there, you can share the picture with other Web users. Highlight the picture, press **Menu** (right softkey), and select **Send to your space**.

## Organizing Pictures and Videos

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You can move or copy pictures and videos to other folders or between your Treo Pro smartphone and an expansion card.

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to move or copy.
3. Do one of the following:
  - To move the picture or video, press **Menu** (right softkey) and select **Edit > Cut**.
  - To copy the picture or video, press **Menu** (right softkey) and select **Edit > Copy**.



4. Select the list in the upper-left corner, and select the location where you want to place the picture or video you selected in step 2.
5. Press **Menu** (right softkey) and select **Edit > Paste**.

You can also view a specific folder or expansion card and arrange the pictures and videos by name, date, or size.



1. Press **Start**  and select **Pictures & Videos**.
2. Select the list in the upper-left corner, and then select the folder you want to view.
3. Select the list in the upper-right corner, and then select the sort method: **Name**, **Date**, or **Size**.

**Tip**

When you capture new pictures and videos, they appear as the last items in **Thumbnail View**. To place the new items in the appropriate sort order, refresh the screen by selecting a different sort method or closing and reopening **Pictures & Videos**.

## Using a Picture as the Today Screen Background

---


1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture you want to use.
3. Press **Menu** (right softkey) and select **Set as Today Background**.
4. Select the **Transparency Level** list and select the appropriate level. (Use a higher percentage for a more transparent picture or a lower percentage for a more opaque picture.)
5. Press **OK**  to return to **Thumbnail View**.

**Tip**

You can also use the **Today Settings** screen to set the **Today** screen background. See “*Selecting Your Today Screen Background*” on page 342 for details.



## Adding a Picture to a Contact Entry

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1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture you want to use.
3. Press **Menu** (right softkey) and select **Save to Contact**.
4. Select the contact you want to add the picture to.

## Editing Pictures


---

1. Press **Start**  and select **Pictures & Videos**.
2. Open the picture you want to edit.
3. Press **Menu** (right softkey) and select **Edit**.
4. Do any of the following:
  - To rotate a picture 90 degrees counterclockwise, press **Rotate** (left softkey).
  - To crop a picture, press **Menu** (right softkey), select **Crop**, and then tap and drag the stylus to highlight the area to crop. (Tap inside the cropped area to accept the crop. Tap outside the box to cancel the crop.)
  - To adjust the brightness and contrast levels of a picture, press **Menu** (right softkey) and select **Auto Correct**.
  - To undo an edit, press **Menu** (right softkey) and select **Undo**.
  - To cancel all unsaved edits you made to the picture, press **Menu** (right softkey) and select **Revert to Saved**.
5. To keep both your original image and the revised image, press **Menu** (right softkey) and select **Save As**.
6. Enter a new name for the picture and press **OK**  to save your changes.



**Tip**

For more extensive edits, sync your picture or video to your computer and edit it in your favorite graphics program. Then sync the picture or video back to your Treo Pro smartphone.

## *Deleting a Picture or Video*

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to delete.
3. Press **Menu** (right softkey) and select **Delete**.
4. Select **Yes** to confirm the deletion.

## *Renaming a Picture or Video*

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to rename.
3. Press **Menu** (right softkey) and select **Tools > Properties**.
4. Enter a new name for the picture or video.
5. Press **OK**  to return to **Thumbnail View**.



## ***Playing Media Files***

### *In This Section*

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- ◆ Synchronizing Windows Media® Player Library Files
  - ◆ Playing Media Files
  - ◆ Working With Libraries
  - ◆ Working With Playlists
  - ◆ Customizing Windows Media Player Mobile
-

**Windows Media® Player Mobile** can play music, audio, and video files that are stored on your Treo™ Pro smartphone by Palm or on an expansion card (sold separately) in any of the following file formats:

- WMA
- WMV
- MP3
- 3GP
- AAC
- AAC+
- MPEG-4

Because music, audio, and video files are so large, we recommend that you use a microSD expansion card (sold separately) to store the files you want to play on your smartphone. You can listen to these music, audio, and video files through the speaker on the back of your smartphone or through a stereo headset (sold separately).

**Before You Begin**

Do the following:

- Make sure you have **Windows Media Player 10** or later installed on your computer. See “My Windows Media® Player Library Won’t Sync” on page 392.
- (Optional) Obtain an expansion card to store your media files.

**Note**

On a Windows XP computer, **Windows Media Player 10** or later must be installed on your computer before you install **Microsoft® ActiveSync®** desktop software. ActiveSync desktop software is installed from your device during setup. Windows Media Player 11 is already installed on Windows Vista® computers.

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You must have **QuickTime Player version 6.5** or later installed on your computer to play videos recorded by your device. You can download the videos from an expansion card or you can click the video thumbnail after synchronizing the files.

# Synchronizing Windows Media® Player Library Files

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## **Before You Begin**

To sync Windows Media Player files with your computer, set the Media sync option on your device (see “Changing Which Applications Synchronize” on page 338).

Use the **Sync** feature in the desktop version of Windows Media Player to transfer your Windows Media Player library files from your computer to an expansion card or your Treo Pro smartphone. Your library can include digital music, audio, video, and playlist files. Using **Sync** ensures that your Windows Media Player library files transfer correctly.

## **Note**

The pictures and videos you create with the camera on your Treo Pro smartphone are not part of your Windows Media Player library. See “Synchronizing Your Media Files” on page 225 for information on transferring pictures and videos from the built-in camera to your computer.

During setup, Windows Media Player selects the sync method (automatic or manual) that works best for your Treo Pro smartphone:

- **Automatic:** If you're using an expansion card that is larger than 4GB and your entire library can fit on the card, Windows Media Player automatically syncs your entire library when you connect your smartphone to your computer or when you change sync settings. You can also choose which playlists you want to sync automatically.
- **Manual:** You indicate which files or playlists you want to transfer each time you update the digital media files on your smartphone. To remove files from your smartphone, you must delete them manually.

After you complete initial setup, you can switch between automatic and manual sync.

## **Note**

The following steps are for Windows Media Player 11. If you're using another version of Windows Media Player, the steps may vary.

1. On your computer, open **Windows Media Player**.
2. (Optional) Insert an expansion card into your smartphone (see “Using Expansion Cards” on page 323).
3. Connect your smartphone to your computer with the USB cable.
4. Wait for the **Device Setup** wizard to open on your computer, and then click **Finish**.
5. In Windows Media Player on your computer, click the **Sync** tab and select **Portable media device > Set Up Sync**. (To sync with an expansion card, select **Storage Card > Set Up Sync**.)

**Note**

You may see a name for your device instead of **Portable media device**.

6. Check the **Sync this device automatically** box.
7. Select the playlists and files you want to sync. (On a Windows Vista computer, select the **All Photos** and **All Videos** playlists to synchronize pictures and videos between your device and your computer.)

**Note**

If the playlist you want does not appear, the items you want to synchronize may reside in a folder that does not sync with Windows Media Player. Sync those items by following the correct sync procedure described in “Synchronizing Your Pictures, Videos, and Music” on page 226.

8. Click **Finish** to begin the transfer.


Be patient; transferring media files to an expansion card can take several minutes. To find your synchronized files, update the library in Windows Media Player (see “Working With Libraries” on page 251). The transferred files appear in the updated libraries.

**Tip**

For tips on using the desktop version of Windows Media Player, go to the **Help** menu in Windows Media Player on your computer.



## Playing Media Files

1. Press **Start**  and select **Windows Media**.
2. If you don't see **Library** in the upper-left corner, press **Menu** (right softkey) and select **Library**.

### Tip


To play a file that is not in a library, go to the **Library** screen, press **Menu** (right softkey), and select **Open File**.

3. Select the folder that contains the item you want to play (such as a video, song, album, or artist name), and if necessary select a subfolder to select a specific item.
4. Press **Play** (left softkey).




### Tip




To repeat the current video or song, press **Menu** (right softkey) and select **Shuffle/Repeat**


5. Use any of the following onscreen and keyboard controls during playback:

 or **Center** : Play the current file.

 or **Center** : Pause the current file.

 or **Left** : Skip to the beginning of the current file or to the previous file. (Press and hold **Left**  to rewind.)

 or **Right** : Skip to the next file. (Press and hold **Right**  to fast forward.)


: Set the point from which playback begins. (Tap and drag the slider to change the current position.)





 or **Volume button**: Increase the volume level.

 or **Volume button**: Decrease the volume level.

: Turn the sound on or off.

: Display a video using the full screen.

: Display a Web site where you can find music and videos to play.

: Set your rating of the current file. (Select the stars in the upper-right corner to change the rating.)

6. Press **Menu** (right softkey) and select any of the following during playback:
  - **Library**: Display the **Library** screen so you can select a different video or song to play.
  - **Play/Pause**: Stop playback temporarily and restarts playback.
  - **Shuffle/Repeat > Shuffle**: Play the **Now Playing** playlist in random order.
  - **Shuffle/Repeat > Repeat**: Play the **Now Playing** playlist repeatedly.
  - **Stop**: End playback.

**Did you know?** *If you close the **Windows Media Player Mobile** window, your music continues to play in the background. Your music pauses automatically when you receive a call. To stop the music, slide the **Ringer** switch to **Sound Off**, or open **Windows Media Player Mobile** and press **Center** on the 5-way.*

**Tip** *To play a file from the Web, press **Menu** on the **Library** screen, and then select **Open URL**. Select **URL** and enter the Web site address, or select **History** and select a site you've visited before.*


## Working With Libraries

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A library represents each of the storage locations available to Windows Media Player Mobile, such as your Treo Pro smartphone (My Device) or an optional expansion card, sold separately (My Storage Card). Each library contains links to the media files in that location. Windows Media Player Mobile usually updates the My Device library automatically, but you must manually update the My Storage Card library. For example, when you add media files to your smartphone, the **My Device** library is created. When you insert an expansion card containing media files, the **My Storage Card** library is created.

### Tip

*If you don't see a media file that you added, update the library.*

1. Press **Start**  and select **Windows Media**.
2. If you're not on the **Library** screen, press **Menu** (right softkey) and select **Library** to go to the **Library** screen.
3. Press **Menu** (right softkey) and select **Update Library**.
4. Wait for the files to be added, and then select **Done**.

### Tip

*To delete an item from a library: Highlight the item and then press and hold **Center** on the **5-way** to open the shortcut menu. Then select **Delete from Library**. Select **Yes** to delete the item from the library and also from your device. Select **No** to delete it from the library but leave the file on your device.*

### Did you know?






*If you move files between your Treo Pro smartphone and an expansion card, be sure to update your libraries, or you won't be able to see the files in their new location.*

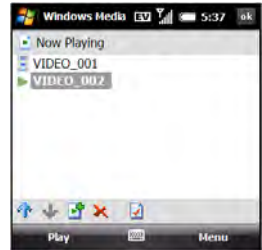
## Working With Playlists

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A playlist is a list of media files that play in a specific order. You can use playlists to group audio files together or video files together for convenient playback. For example, in the desktop player, you can create a playlist of upbeat songs for when you exercise and a playlist of soothing songs for a long flight. When you synchronize, your favorite playlists are automatically copied to your Treo Pro smartphone. Your playlists appear in your libraries (in the My Playlists category).

A temporary playlist, called **Now Playing**, appears on the **Now Playing** menu. It lists the currently playing file, as well as any files that are queued up to play next. You can add to, modify, or clear the files on the **Now Playing** playlist.

1. Go to the **Now Playing** screen:
  - If you are on the **Library** screen, select the **Now Playing** category.
  - If you are on the **Playback** screen, press **Now Playing** (left softkey).
2. Do any of the following:
  - **Move a file up or down one slot:** Highlight the file and then select **Move Up**  or **Move Down** .
  - **Add a file to the playlist:** Select **Add**  to go to your Library list, highlight the file you want to add, press **Menu** (right softkey), and then select **Queue Up**. (To return to your playlist, press **Menu** [right softkey] and select **Now Playing**.)
  - **Delete a file from the playlist:** Highlight the file and then select **Remove** .
  - **View more information about a file:** Highlight the file and select **Properties** .
  - **Remove all items from the Now Playing playlist:** Press **Menu** (right softkey) and select **Clear Now Playing**.



- **Keep the playlist so you can play it later:** Press **Menu** (right softkey), select **Save Playlist**, and then enter a name for the playlist.


**Did you know?**

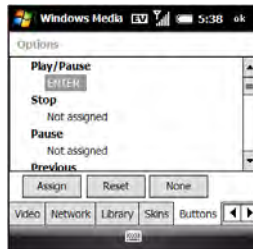
You can also move a file on the **Now Playing** playlist by tapping and dragging it to a new position.

## Customizing Windows Media Player Mobile

1. If necessary, go to the **Playback** screen by pressing **OK** (OK) to close the current screen.
2. Press **Menu** (right softkey) and select **Options**.
3. On the **Playback** tab, select **Elapsed** or **Remaining** to indicate how you want to see time on the **Playback** screen.
4. Select the **Video** tab and select either of the following options:
  - **Play video in full screen:** Set whether videos automatically play in full-screen format.
  - **Scale to fit window:** Set whether videos are automatically scaled to fit the **Playback** screen.
5. Select the **Network** tab and set the following options:
  - **Protocol:** Set the available protocols. (You must select at least one protocol. You can also set a UDP port.)
  - **Internet Connection Speed:** Set the speed of your network connection and whether you want the device to detect connection speed.
6. Select the **Library** tab and set whether the **Library** screen or the **Playback** screen appears when you open **Windows Media Player Mobile**.
7. Select the **Skins** tab and select **Previous** or **Next** until you display the skin you want as the player's background.



8. Select the **Buttons** tab and do any of the following to change any of the available button settings:
  - **Assign a button:** Highlight the item you want to set, select **Assign**, and then press the button you want to use for that item.
  - **Restore an item's factory setting:** Highlight the item and select **Reset**.
  - **Unassign an item:** Highlight the item and select **None**.
9. Press **OK** .



**Did you know?** You can preserve battery life by assigning a button to toggle the screen off and on during playback. On the **Buttons** tab, set the **Toggle Screen** option, and then press the assigned key (for instance, **S**) to turn the screen on and off during playback.

**Tip** You can also use **Kimona FreePlay** to view media files (see "Using Kinoma FreePlay" on page 195).

# ***Your Wireless Organizer***







## Using the Organizer Features

### In This Section

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- ◆ Contacts
  - ◆ Calendar
  - ◆ Tasks
  - ◆ Notes
  - ◆ Calculator
- 

**Note**




*If you are using Exchange Server 2007, or Exchange Server 2003 that has been upgraded to Service Pack 2, you may be able to take advantage of the additional features of Microsoft Direct Push. Microsoft Direct Push is a two-way wireless delivery method that keeps your Outlook information always up-to-date and provides more efficient communication between the server and your device. It includes features like Global Address List, Tasks Over The Air (OTA), and IP-based push updating of Calendar and Messaging.*

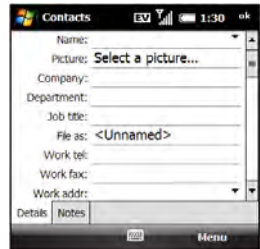
# Contacts

## Adding a Contact

### Tip

If you have many contacts to enter, it's best to enter them in Microsoft® Outlook® on your computer and then sync. See "Connecting to Your Computer" on page 39 for details.

1. Go to your **Today** screen.
2. Press **Contacts** (left softkey) and press **New** (left softkey).
3. If prompted, indicate whether this is an Outlook contact or a Windows Live contact.
4. Use the **5-way navigator** to move between fields as you enter information.
5. To enter complete name or address (work, home, or other) information, move the cursor to the appropriate field (such as **Work addr** or **Home addr**), press **Center**  or tap the arrow on the right side of the line, and enter the information in the box that appears. (To accept the information and close the box, tap outside the box.)
6. To add a caller ID picture that appears when that person calls, select **Picture**, select **Camera**, and then take a picture, or select an existing picture from **Thumbnail View**.
7. To assign the entry to one or more categories, select **Categories** and then check the categories under which you want this entry to appear. (To add a new category, press **New** [left softkey], enter the category name, and then press **OK** .)
8. To assign a ringtone to the entry, select **Ring tone** and select a tone.
9. To add a note to an entry, select the **Notes** tab.
10. After you enter all the information, press **OK** .



**Tip**

Be sure to enter wireless numbers and email addresses in the correct fields so that **Messaging** can find this information when you address a message, and **Calendar** can find your contacts when you want to invite them to meetings.

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To enter an international phone number, enter a + (plus sign) in front of the country code (see “Setting Your Long Distance Dialing Preferences” on page 101).

## Viewing or Changing Contact Information

1. Go to your **Today** screen and press **Contacts**.
2. In the **Contacts** list (viewed by name), begin entering any combination of letters from the contact's first and/or last name. If you use both first- and last-name letters, separate them by a space.

**Tip**

You can type letters from the last name first. For example, entering SM finds both Smilla Anderson and John Smith. Entering SM AN finds both Smilla Anderson and Ann Smith.


3. Select the entry you want to open.

**Tip**

You can also find a contact by tapping the first letter of the first or last name in the alphabetical index at the top of the **Contacts** list screen.

**Did you know?**


When you select a contact entry, you are presented with several options for contacting the person, depending on what information you have entered for the contact. For example, you may see options for calling a number associated with the contact, sending an email to the contact's email address, or calling the last number you dialed to call the contact. Select a phone number to dial, or select a messaging option to create a new message addressed to the contact.

4. Press **Menu** (right softkey) and select **Edit**.
5. Make changes to the entry as necessary.
6. Press **OK** .

**Did you know?** You can find a contact by company name. From your **Today** screen, press **Contacts** (left softkey), press **Menu** (right softkey), and select **View By > Company**. Select a company name to see the contacts who work there.

**Tip** To view a particular group of contacts, press **Menu** (right softkey), select **Filter**, and then select the category you want to view.

### *Viewing a Map of a Contact's Address*

1. Make sure that your phone is turned on and that you are inside a coverage area (see “Turning Your Phone On and Off” on page 34).
2. Go to your **Today** screen.
3. Using the keyboard, begin entering one of the following for the contact you want to map:
  - First name.
  - Last name.
  - First initial and last initial separated by a space.
  - First and last name.
4. Highlight the contact's *name* and press **Center** .
5. Select **Menu** and then select **Show On Map** to see a Live Search map of the contact's address. (You can also get directions to the location.)


**Tip**

You can also press **Menu** and select **Map It** to open **Sprint Navigation** (see “Using Sprint Navigation” on page 200).

## Deleting a Contact

1. Go to your **Today** screen and press **Contacts** (left softkey).
2. In the **Contacts** list, highlight the contact you want to delete.
3. Press **Menu** (right softkey) and select **Delete Contact**.
4. Select **Yes** to confirm the deletion.

## Customizing Contacts

1. Go to your **Today** screen and press **Contacts** (left softkey).
2. Press **Menu** (right softkey) and select **Options**.
3. Set any of the following options:
  - **Show alphabetical index:** Display the alphabet at the top of the **Contacts** list. (Select a letter range to jump to that part of the alphabet.)
  - **Show contact names only:** Hide everything but the contact’s name, which enables you to fit more names on the screen when viewing your **Contacts** list.
  - **Area code:** Set the default area code for new contact entries.
4. Press **OK** .

## Finding a Contact in an Online Address Book

In addition to having contacts on your Treo™ Pro smartphone by Palm, you can also access contact information from your organization’s online address book or Global Address List (GAL).

### **Before You Begin**

Do the following:

- Make sure you are accessing Microsoft® Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2.
- Add access to the online address book (see “Adding an Online Address Book” on page 143 for details).
- Synchronize with the Exchange server after you add the online address book (see “Getting Information From a Microsoft® Exchange Server” on page 125). (Otherwise the **Company Directory** option does not appear.)

1. Go to your **Today** screen and press **Contacts** (left softkey).
2. Press **Menu** (right softkey) and select **Company Directory**.
3. Enter the contact's name (in part or in full), and then select **Search**. (You must spell the contact's name correctly to find it in the online address book.)

## **Sending a contact**

Your device provides multiple options for sending a contact's information to someone else.

1. Go to your **Today** screen and press **Contacts** (left softkey).
2. In the **Contacts** list, highlight the contact you want to send.
3. Press **Menu** (right softkey) and select one of the following options:
  - **Beam a contact to a nearby device:** Select **Send Contact > Beam**, and then select the receiving device.
  - **Send a multimedia message containing the contact information:** Select **Send as vCard(Video)** or **VCard(Picture)**, address the multimedia message, and press **Send** (left softkey).


### **Tip**

You can also send a message to the highlighted contact. Press **Menu** (right softkey) and select **Send video message by email** or **Send picture message by email**.

# Calendar

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## Displaying Your Calendar

1. Press **Calendar** .
2. Press **Menu** (right softkey) and select **View**.
3. Select one of the following views:
  - **Agenda:** View your daily schedule in list format. (Upcoming appointments are bold; past appointments are dimmed.)
  - **Day:** View your daily schedule in day-planner format.
  - **Week:** View your schedule for an entire week.
  - **Month:** View your schedule for a whole month.
    - ▣ A morning appointment.
    - ▣ An afternoon or evening appointment.
    - ▣ Both morning and afternoon or evening appointments.
    - An all-day event.
  - **Year:** View the first nine months of the current year. (Press **Down** ▼ to see the next set of months, or press **Up** ▲ to see the previous set.)
4. Use the **5-way** to move to another day, week, month, or year (based on the current view).



### Tip

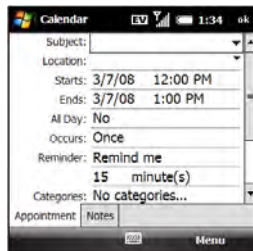
To switch views, press the left softkey. Don't confuse the view name displayed above the left softkey with the current view. The left softkey displays the name of the next view you see when you press the key.

## Creating an Appointment

### Tip

If you have several appointments to enter, it's most efficient to enter them in Microsoft Office Outlook on your computer and then synchronize your Treo Pro smartphone with your computer. For more information, see "Connecting to Your Computer" on page 39.

1. Press **Calendar** .
2. Press **Menu** (right softkey) and select **New Appointment**.
3. Enter a **Subject** (description) and a **Location**.
4. Select **Starts** and select the starting date and time.
5. Select **Ends** and select the ending date and time.
6. Press **OK** .

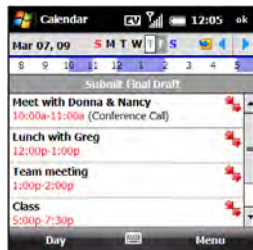


### Tip



To pencil in an appointment, open the appointment, press **Menu** (right softkey), and select **Edit**. Select **Status** and then select **Tentative**.

## Creating an Untimed Event


An untimed event, such as a birthday, anniversary, or vacation, does not occur at a particular time. These events appear as banners at the top of your calendar; they don't occupy blocks of time. For example, in the illustration shown here, "Submit Final Draft" is an untimed event.





1. Press **Calendar** .
2. Press **Menu** (right softkey) and select **New Appointment**.
3. Enter a **Subject** (description).
4. Select the starting and ending dates.
5. Select **All Day** and then select **Yes**.
6. Press **OK** .

### ***Scheduling a Repeating Appointment***


1. Create an appointment or untimed event, and then select it.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select **Occurs** and then select a repeat pattern. (To create a repeat pattern, select **Edit pattern** and follow the onscreen instructions.)
4. Press **OK** .

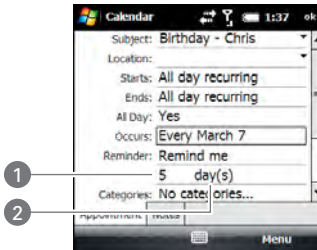
#### ***Tip***

*To enter a birthday or an anniversary, create an untimed event that repeats every year.*

### ***Adding an Alarm Reminder to an Event***

1. Create an event, and then select it.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select **Reminder** and then select **Remind Me**.
4. Enter the number of minutes, hours, days, or weeks before the event that you want to receive the alarm.

5. Press OK .




- 1 Number of Time Units  
2 Type of Time Units

## *Sending a Meeting Request*

### ***Before You Begin***

Create contact entries with email addresses for the people you want to invite to a meeting (see “Adding a Contact” on page 258). You can’t invite someone to a meeting unless you have an email address for them in the **Contacts** application.


1. Create an event, and then select it.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select **Attendees** and then select **Add Required Attendee**.
4. Select the contact you want to invite.
5. To invite more attendees, select **Add Required Attendee** and select the names.
6. To invite optional attendees, select **Add Optional Attendee** and select the names.
7. Press OK .

The next time synchronization occurs, the meeting request is sent to the attendees. When attendees using Outlook accept your meeting request, the meeting is automatically added to their Calendar schedules. As you receive each response, your Outlook Calendar schedule is updated as well.

**Did you know?**

If you are using Microsoft Exchange Server 2003 upgraded Service Pack 2, you can use your corporate Global Address List to find contact information for an attendee. Select **Attendees** and select **Add Required Attendee** or **Add Optional Attendee**. Press **Menu** (right softkey), and select **Company Directory**. Enter the name of the attendee and select **Find**.


## Sending an Appointment

1. Press **Calendar** .
2. Highlight the appointment you want to send.
3. Select one of the following:
  - **Beam an appointment to a nearby device:** Press **Menu** (right softkey), select **Beam Appointment**, and select the receiving device.
  - **Send a multimedia message containing the appointment:** Press **Menu** (right softkey), select **Send as vCalendar**, address the multimedia message, and press **Send** (left softkey).

## Marking an Event as Sensitive

If other people have access to your Microsoft Office Outlook calendar on your computer and you don't want them to see an appointment, you can mark that appointment as private to hide it from other Microsoft Office Outlook users.

1. Create an event and then open it.
2. Press **Menu** (right softkey) and select **Edit**.

3. Select **Sensitivity** and then select one of the following:
  - **Normal**: The event is displayed without any notation.
  - **Personal**: People viewing your calendar see “Please treat this as Personal” near the top of an open appointment.
  - **Private**: People viewing your calendar see “Please treat this as Private” near the top of an open appointment. (If you sync with an Exchange server, other users who can access your folders can't see your private events; private events appear as *unavailable* time slots.)
  - **Confidential**: People viewing your calendar see “Please treat this as Confidential” near the top of an open appointment.
4. Press **OK** .



#### Tip

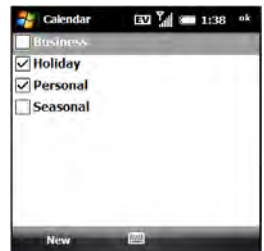
If you don't see an option on the screen, press **Down** on the **5-way** to scroll to other options. For example, when editing an event, you don't see the **Sensitivity** option until you scroll toward the bottom of the entry.

To remove sensitivity status from an item, select **Normal** from the **Sensitivity** list.

## Organizing Your Schedule

Use categories to view various types of events.

1. Create an event and then select it.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select **Categories** and then check the categories that apply to this event. (To add a new category, press **New** [left softkey], enter the category name, and then press **OK** .)
4. Press **OK**  two more times.
5. After you assign events to categories, press **Menu** (right softkey) and select **Filter**.



6. Select the category of events you want to view.


## Deleting an Event

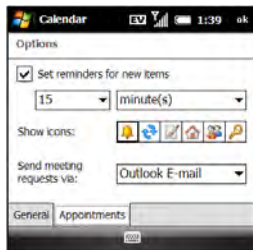
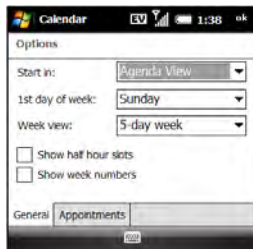
1. Highlight the event you want to delete.
2. Press **Menu** (right softkey) and select **Delete Appointment**.
3. Select **Yes**.





## Customizing Calendar

1. Press **Menu** (right softkey) and select **Tools > Options**.
2. On the **General** tab, set any of the following options:
  - **Start in:** Set which view appears when you open the Calendar application.
  - **1st day of week:** Set Sunday or Monday as the first day of the week for all **Calendar** views.
  - **Week view:** Set whether five, six, or seven days appear in **Week** view.
  - **Show half hour slots:** Set whether time slots appear in one-hour or half-hour increments in **Day** view and **Week** view.
  - **Show week numbers:** Set whether week numbers (1–52) appear in **Week** view.
3. Select the **Appointments** tab and set any of the following options:
  - **Set reminders for new items:** Set whether a reminder is automatically added to new events and how long before the event the reminder appears. (You can override this setting for individual events.)
  - **Show icons:** Set which icons appear next to events.

 The event has a reminder.


 The event repeats in a specified pattern.



-  The event has a note attached.
-  The event has an assigned location.
-  The event is a meeting.
-  The event is marked private.

**Tip**

*Not all icons appear in all Calendar views.*

- **Send meeting requests via:** Set the method used to send meeting requests.
4. Press **OK** .

## Tasks



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You can use **Tasks** to help you remember tasks you need to complete and to keep a record of completed tasks.

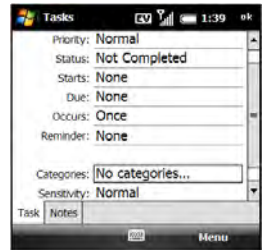
**Did you know?**

*If you want to use **Tasks Over The Air (OTA)** synchronization, install the desktop sync software (see "Installing Desktop Sync Software: Windows XP and Windows Vista" on page 44). OTA features also require Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. The option to synchronize tasks wirelessly in the **ActiveSync**<sup>®</sup> application appears only if you have the appropriate server.*

### Adding a Task

1. Press **Start**  and select **Programs**.
2. Select **Tasks** .

3. Press **Menu** (right softkey) and select **New Task**.
4. Enter a description of the task in the **Subject** field.
5. Set any of the following:
  - **Priority:** Set the priority level for this task. (Later you can arrange your tasks based on the importance of each task.)
  - **Status:** Set whether the task is now completed.
  - **Starts:** Set when the task begins.
  - **Due:** Set the due date for the task.
  - **Occurs:** Set whether the task repeats at regular intervals and how often it repeats.
  - **Reminder:** Set an alarm for this task and indicate when you want to be reminded.
  - **Categories:** Assign the task to one or more categories.
  - **Sensitivity:** Mark this task as **Normal**, **Personal**, **Private**, or **Confidential**. (See “Marking an Event as Sensitive” on page 267 for descriptions of these terms.)
6. (Optional) Select the **Notes** tab and enter additional text for the task.
7. Press **OK** .



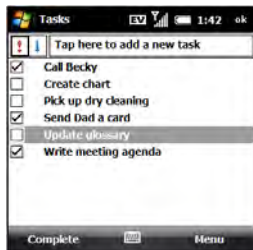
**Tip**

You can also add a task by selecting the **Tasks** entry bar at the top of the screen.

You can display your tasks on your **Today** screen (see “Selecting Which Items Appear on Your Today Screen” on page 343).

## Checking Off a Task

1. From the **Tasks** list, highlight the task you want to check off. (Overdue tasks appear in red.)
2. Press **Complete** (left softkey).



### Tip

You can also mark a task as completed by tapping the check box next to the task on the **Tasks** list. If you need to mark a completed task as incomplete, highlight it and press **Activate** (left softkey).

## Organizing Your Tasks

1. In the **Tasks** list, press **Menu** (right softkey) and select **Filter**.
2. Select which tasks you want to view: **All Tasks**, **Recently Viewed**, **No Categories**, **Active Tasks**, **Completed Tasks**, or a specific category, such as **Business** or **Personal**.
3. Press **Menu** (right softkey) and select **Sort By**.
4. Select the sort method: **Status**, **Priority**, **Subject**, **Start Date**, or **Due Date**.


## Deleting a Task

1. Highlight the task you want to delete.
2. Press **Menu** (right softkey) and select **Delete Task**.
3. Select **Yes**.

## Customizing Tasks

1. Go to the **Tasks** list.
2. Press **Menu** (right softkey) and select **Options**.



3. Set any of the following options:
  - **Set reminders for new items:** Automatically add a reminder to new tasks. (The default reminder is set to 8:00 on the morning the task is due. You can override this setting for individual tasks.)
  - **Show start and due dates:** Display the task start and due dates in the **Tasks** list.
  - **Show Tasks entry bar:** Display the **Tasks** entry bar at the top of the **Tasks** list.
4. Press **OK** .

## Notes



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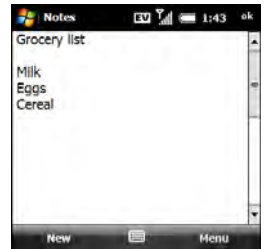
Notes are a great way to capture thoughts, questions, and meeting notes on your Treo Pro smartphone.


### **Before You Begin**

*To take advantage of all the sync features available in the **Notes** application, make sure the desktop synchronization software is installed on your computer. See “Setting Up Your Computer for Synchronization” on page 44 for details.*

## Creating a Note

1. Press **Start**  and select **Programs**.
2. Select **Notes** .
3. Press **New** (left softkey).
4. Do one of the following:
  - Type the text, using the keyboard.
  - Write the text with the stylus.
  - Enter the text by tapping the onscreen keyboard.









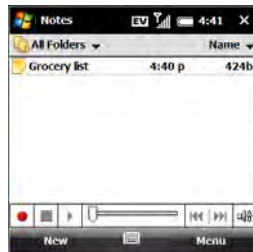
- Press **Menu** (right softkey), select **Draw**, and then draw a sketch with the stylus, crossing at least three ruled lines.
5. Press **OK** .

## Recording a Voice Note

**Did you know?** You can add several voice notes within a single note.


You can create a new voice note or add a recording to an existing note.

1. Press **Start**  and select **Programs**.
2. Select **Notes** .
3. Do either of the following:
  - To add a recording to a note, open the note to which you want to add the recording.
  - To create a new voice note, press **New** (left softkey).
4. If the recording toolbar is not visible at the bottom of the screen, press **Menu** (right softkey) and select **View Recording Toolbar**.
5. Select **Record**  to begin recording.
6. Speak into the microphone on your smartphone, or hold it close to another sound source.
7. After you finish recording, select **Stop**  to stop recording. (A **Recording**  icon appears in the note or in the **Notes** list, depending on where you recorded the note.)
8. Press **OK** .



**Tip** To play a recording, select the voice note in the **Notes** list or open the note containing the recording and select the **Recording** icon.

## Creating a Note From a Template

1. Go to the **Notes** list.
2. Tap the list in the upper-left corner, and select **More Folders > Templates**.
3. Open the template you want to use.
4. Enter the information.
5. Press **OK** .
6. Rename the note and move it to the appropriate folder. (See the next section, “Organizing Your Notes,” for details.)

### Tip

To create a new template, highlight the note you want to save as a template. Press **Menu** (right softkey) and select **Rename/Move**. Select **Name** and then enter a name for the template. Select the **Folder** list and select **Templates**. Press **OK**.


## Organizing Your Notes

You can rename your notes, move notes to another folder, and move notes between your Treo Pro smartphone and an expansion (storage) card.

1. Go to the **Notes** list and highlight a note you want to move.
2. Press **Menu** (right softkey) and select **Rename/Move**.
3. Select **Name** and then enter a new name for the note.
4. Select **Folder** and then select the folder in which you want to store the note.
5. Select **Location** and then select **Main memory** or **Storage Card**.

### Tip

To create a new folder, go to the **Notes** list, select the list in the upper-left corner, and then select **Add/Delete**. Select **New**, enter a name for the folder, and then press **OK**.


6. Press **OK** .

7. Select the list in the upper-left corner, and then select the folder you want to view.
8. Select the list in the upper-right corner, and then select whether you want to sort your notes by *Name*, *Date*, *Size*, or *Type*.

### **Deleting a Note**

1. Go to the **Notes** list and highlight the note you want to delete.
2. Press **Menu** (right softkey) and select **Delete**.
3. Select **Yes**.

### **Customizing Notes**

1. Go to the **Notes** list.
2. Press **Menu** (right softkey) and select **Options**.
3. Set any of the following options:
  - **Default mode:** Set the default entry mode to **Writing** or **Typing**.
  - **Default template:** Set the default template for new notes.
  - **Save to:** Set the default location where new notes are stored.
  - **Record button action:** This option does not apply to the Treo Pro smartphone.
4. Press **OK** .

#### **Tip**

Tap **Global Input Options** to set options for entering text in any application (see “Setting Onscreen Input Options” on page 352).



## **Calculator**







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You can use **Calculator** for basic arithmetic calculations, such as addition, subtraction, multiplication, and division.

You can tap the screen or use the keyboard to input numbers.

## Performing Calculations

1. Press **Start**  and select **Calculator** .
2. Enter numbers and perform calculations, including the following:




-  Clear the last digit.
-  Clear the current calculation or the displayed number.
-  Calculate the reciprocal of a number.
-  Calculate a percentage.
-  Calculate the square root of a number.
-  Switch a number between negative and positive.



### Tip

To copy a number, press **Edit** (left softkey) and select **Copy**. You can paste the copied number into another application. To paste a copied number into another application, press **Edit** (left softkey) and select **Paste**.

## Using the Calculator Memory

- To store a number, select the box to the left of the entry box. (An M appears in the box.)
- To add the displayed number to the number stored in memory, select .
- To display the number stored in memory, select .
- To clear the memory, select .
- When you store a number in memory, it replaces the number that was previously stored.

### Tip

For more advanced calculations, use **Excel<sup>®</sup> Mobile**. See “Excel<sup>®</sup> Mobile” on page 292 for details.



## ***Increasing Your Productivity***

### *In This Section*

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- ◆ Synchronizing Microsoft® Office and Other Files
  - ◆ Word Mobile
  - ◆ PowerPoint® Mobile
  - ◆ Excel® Mobile
  - ◆ OneNote® Mobile
  - ◆ Adobe® Reader® LE
-

# Synchronizing Microsoft® Office and Other Files

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You can create and edit Microsoft® Office files on your computer or on your Treo™ Pro smartphone by Palm and then synchronize the files so that changes you make show up on both your computer and your smartphone. You can use the same method to synchronize files from other applications that do not appear in the sync list, such as Microsoft® Outlook® Notes. (To learn about synchronizing pictures, videos, and music, see “Synchronizing Your Media Files” on page 225.) How synchronization happens, however, depends on whether you use Windows XP or Windows Vista®.

## Synchronizing Files: Windows XP


### **Before You Begin**

Install Microsoft® ActiveSync® desktop software (see “Installing Desktop Sync Software: Windows XP and Windows Vista” on page 44).

1. Connect your smartphone to your computer with the USB cable.

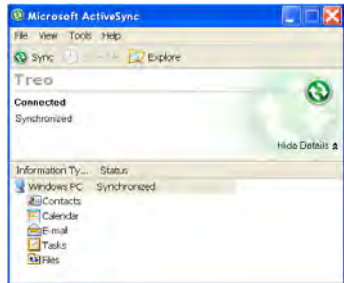
### **Note**

Most ActiveSync desktop software options are available only when your Treo Pro smartphone is connected to your computer.

2. On your computer, double-click the **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen to open the ActiveSync desktop software window. (If you don't see the ActiveSync icon in the taskbar, click **Start > All Programs > Microsoft ActiveSync** to open the ActiveSync window.)



3. Under **Information Type**, double-click **Files** to view a list of the files in the Files sync folder. (If you don't see the Files option, open the **Tools** menu, select **Options**, and make sure the **Files** box is checked.)
4. Do any of the following:
  - To copy a file from your computer to your smartphone, click **Add**, browse to and highlight the file, and then click **Open**.
  - To delete a file from the Files sync folder on your computer and from your smartphone, highlight the file name and click **Remove**.
  - Click **OK** to synchronize.

**Note**

*If you receive an error message while synchronizing files, make sure that all the files you're trying to sync are closed on both your computer and your Treo Pro smartphone.*

5. On your smartphone, to copy a file from your device to your computer, place the file in the **My Device** > **My Documents** folder on your device, and then sync.

## Synchronizing Files: Windows Vista®

1. Do any of the following:
  - To copy a file from your computer to your device, copy or save the file in the *Documents\Documents on <device name's>Device* folder on your computer.
  - To copy a file from your device to your computer, copy or save the file in the *My Device > My Documents* folder on your device.
2. Connect your smartphone to your computer with the USB cable. (Synchronization takes place automatically.)

**Did you know?** The *Documents on <device name's>Device* folder is created when you select the option to sync files.

## Where Are the Changes I Made to My File?



Don't look for the changed file in its original location on your computer. Only the synchronized version of the file contains the changes. To find the synchronized file, do one of the following:

**Windows XP:** Do either of the following:

- On your computer desktop, double-click the *<device name>My Documents* icon. (This is a shortcut to the Files sync folder.)
- In ActiveSync desktop software, double-click *Files*. The location of the Files sync folder appears in the *File Synchronization Settings* dialog box (under "On this computer, synchronize the files in this folder").

**Windows Vista:** Open the *Documents\Documents on <device name's>Device* folder.

**On your Treo,** you can find the synchronized file by doing either of the following:

- Press **Start**  and select *Office Mobile*. Select the application that opens the file: Word Mobile, Excel Mobile, PowerPoint Mobile, or OneNote Mobile.
- Press **Start** , select *Programs*, and then select *File Explorer*. Select the list in the upper-left corner and select *My Device > My Documents*.

You can create and edit documents and templates and save them on your Treo Pro smartphone. You can also edit Microsoft® Office Word® documents and templates that you create on your computer. However, keep in mind that some of the information and formatting may be lost when you save the document on your smartphone.

The following features are not supported in Word Mobile:

- Backgrounds.
- Bidirectional text.
- Document protection.
- Metafiles.
- Artistic page borders. Lined page borders are supported.
- Password-protected files. Remove password protection on your computer before opening the file on your device.
- Shapes and text boxes.
- Smart tags.

The following features are partially supported in Word Mobile:

- **Picture bullets:** Regular bullets are supported.
- **Revision marks:** Documents appear as though all revisions were accepted; if the document is saved, revision marks are lost.
- **Table styles:** Some or all of the formatting is lost if the document is saved.
- **Underline styles:** Unsupported styles are mapped to one of the four supported styles: regular, dotted, wavy, or thick/bold/wide.
- **Legacy Pocket Word files:** You can open PSW files, but if you edit a file, you need to save it in DOC, RTF, TXT, or DOT format.

The following features are not supported on your Treo Pro smartphone, but they remain in the file so that when you open the file on your computer, they appear as expected:

- **Fonts and font sizes:** Original fonts are listed on your device and are mapped to the closest font available.
- **Footnotes, endnotes, headers, and footers.**
- **Lists:** Indented lists are mapped to the closest indentation level supported by Word Mobile.
- **Page breaks:** Although not displayed, all page breaks, except a break placed at the end of a document, are retained in the document.




**Tip**

To copy a file from your computer to your Treo Pro smartphone, open **My Computer** or **Windows Explorer** on your computer, copy the file into the **Mobile Device** folder. You can also use the **Files sync** folder to copy files from your computer to your smartphone as described in “Synchronizing Microsoft® Office and Other Files” on page 280.

**Did you know?**

By default, files you create and edit in Word Mobile are saved in **DOCX, RTF, TXT, or DOTX** format. However, you can change the settings to save files in **DOC, RTF, TXT, or DOT** format.



## Creating a Document

1. Press **Start**  and select **Office Mobile**.
2. Select **Word Mobile** .
3. If an empty document appears onscreen, go to step 4; if the document list appears onscreen, press **New** (left softkey).
4. Enter the text of the document.
5. Press **OK**  to save the file.

**Did you know?**

When you save a new document, it is automatically named after the first several words in the file.

## Opening an Existing Document

1. Press **Start**  and select **Office Mobile**.
2. Select **Word Mobile** .
3. In the **document** list, select the document you want to open.

## Creating a Document From a Template


1. Go to the **document** list.
2. Tap the list in the upper-left corner, and select **More Folders > Templates**.
3. Open the template you want to use, and enter the information.
4. Press **Menu** (right softkey) and select **File > Save As**.
5. Select **Name** and enter a new name for the file.
6. Select the **Folder** list, and then select the folder where you want to save the file.
7. Select the **Type** list, and then select the format in which you want to save the file.
8. Select the **Location** list, and then select **Main Memory** or **Storage Card**.
9. Select **Save**.

### Tip

To create a new template from a document, open the document you want to save as a template. Press **Menu** (right softkey) and select **File > Save As**. Select **Name** and then enter a name for the template. Select the **Folder** list and select **Templates**. Select the **Type** list, and then select **Word Template**. Press **OK**.

## Finding or Replacing Text in a Document

1. Open the document containing the text you want to find.
2. Press **Menu** (right softkey) and select **Edit > Find/Replace**.
3. Select **Find what** and enter the text you want to find.
4. (Optional) Check the **Match case** box to find text that matches the capitalization in the text you entered in step 3.

5. (Optional) Check the **Match whole words only** box to find only full words that match the text you entered in step 3.
6. Select **Find** to locate the first instance of the text you entered in step 3, or select **Replace** and enter the replacement text.
7. Select **Next** to find the next instance of the text, or select **Replace** to replace it. (To replace all instances of the text, select **Replace All**.)
8. When you see a message indicating that the search is done, press **OK** .

## Moving or Copying Text

1. Open the document containing the text you want to move or copy.
2. Highlight the text you want to move or copy.
3. Press **Menu** (right softkey) and select **Copy** to copy the text, or select **Cut** to move the text.
4. Open the document where you want to insert the text, and position the insertion point where you want the text to appear.
5. Press **Menu** (right softkey) and select **Paste**.

### Tip


To zoom in or out, open a document, press **View**, select **Zoom**, and then select the zoom level.

## Saving a Copy of a Document

1. Open the document you want to copy.
2. Press **Menu** (right softkey) and select **File > Save As**.
3. Select **Name** and enter a new name for the file.
4. Select the **Folder** list, and then select the folder where you want to save the file.
5. Select the **Type** list, and then select the format in which you want to save the file.

6. Select the **Location** list, and then select whether you want to store the file on your Treo Pro smartphone or on an expansion card.
7. Select **Save**.


## Formatting Text

1. Open the document and highlight the text you want to format.
2. Press **Menu** (right softkey) and select **Format > Font**.
3. Select any of the following formatting options: **Font**, **Font color**, **Size**, **Bold**, **Italic**, **Underline**, **Highlight**, or **Strikethrough**.
4. Press **OK**  to return to the document.

### Note

*If a document was previously saved on a computer, any unsupported formatting may be lost when you save the file.*

## Formatting Paragraphs and Lists

1. Open the document you want to format.
2. Position the insertion point in the paragraph you want to format.
3. Press **Menu** (right softkey) and select **Format > Paragraph**.
4. Set any of the following options:
  - **Alignment**: Align the text with the left, right, or center of the paragraph.
  - **List**: Create a bulleted or numbered list.
  - **Indentation**: Change the paragraph margins.
    - **Left**: Set the left margin for the entire paragraph.
    - **Right**: Set the right margin for the entire paragraph.
    - **Special**: Indent the first line or set a hanging indent.
    - **By**: Set the size of the Special indentation.
5. Press **OK**  to return to the document.

**Tip**

You can also use the **Formatting** toolbar to create a list and to align text. To indent text in lists, you must use the **Formatting** toolbar.

## Checking Spelling in a Document

1. Open the document you want to check.
2. Press **Menu** (right softkey) and select **Tools > Spelling**.
3. If an unknown or misspelled word is encountered, do one of the following:
  - Select the correct word in the list if the word is spelled incorrectly.
  - Select **Ignore** if the word is spelled correctly.
  - Select **Add** to add a new word to the spelling dictionary.

**Tip**

To check the spelling of specific text, highlight it before you select the **Spelling** command.

## Organizing Your Documents


You can rename your documents, move your documents to another folder, and move your documents between your Treo Pro smartphone and an expansion (storage) card.

1. Go to the documents list.
2. Highlight a file.
3. Press **Menu** (right softkey) and select **Rename/Move**.
4. Select **Name** and then enter a new name for the document.
5. Select the **Folder** list, and then select the folder you want to move the document to.

**Tip**

To create a new folder, go to the documents list, select the list in the upper-left corner, and then select **Add/Delete**. Select **New**, enter a name for the folder, and then press **OK**.



6. Select the **Location** list, and then select **Main memory** or **Storage card**.
7. Press **OK** .
8. Select the list in the upper-left corner, and then select the folder you want to view.
9. Select the list in the upper-right corner, and then select the sort method.


**Tip**

When you go to a folder, you can easily search your documents by sorting by type.

## Deleting a Document

1. Go to the documents list.
2. Highlight the document you want to delete.
3. Press **Menu** (right softkey) and select **Delete**.
4. Select **Yes**.

## Customizing Word Mobile

1. Go to the document list.
2. Press **Menu** (right softkey) and select **Options**.
3. Set any of the following options:
  - **Default template:** Set the default template for new documents.
  - **Save to:** Set the default location where new documents are stored.
  - **Display in list view:** Set the types of files that appear in the documents list.
4. Press **OK** .

# PowerPoint® Mobile

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With Microsoft® PowerPoint® Mobile, you can open and view slide show presentations created on your computer. Many presentation elements such as slide transitions, animations, and URL links are also supported. Microsoft® PowerPoint® features that are not supported on your Treo Pro smartphone include the following:




- Notes written for slides.
- Rearrangement or editing of slides.
- Files created in PPT format earlier than Microsoft PowerPoint 97.
- HTML files in HTM and MHT formats.

## *Tip*

To copy a file from your computer to your Treo Pro smartphone, open **My Computer** or **Windows Explorer** on your computer, copy the file into the **Mobile Device** folder, and then **sync**.

## *Playing a Presentation*



1. Press **Start**  and select **Office Mobile**.
2. Select **PowerPoint Mobile** .
3. In the presentation list, highlight the presentation you want to play.
4. Press **Center**  and do any of the following:
  - Press **Right**  to advance to the next slide, or **Left**  to view the previous slide.
  - Press **Menu** (right softkey), select **Go to Slide**, and then select the slide you want to view.
  - Press **Menu** (right softkey), and select **Next** or **Previous** to play animations.

- Press **Menu** (right softkey), select **Zoom In**, and then select  to zoom in or  to zoom out. (To scroll within the current slide, tap and drag the slide. To return to the slide show, select )
- Press **Menu** (right softkey), and select **End Show**.

**Tip**

*If a presentation is set up as a timed slide show, the slides advance automatically. Presentations pause during zooming.*

## Setting Presentation Playback Options

1. Open the presentation for which you want to change the settings.
2. Press **Center**  and select **Show Options**.
3. On the **Orientation** tab, select the orientation you want. (To select the orientation that best fits the screen on your smartphone, select **Default**.)
4. Select the **Playback** tab, and check the **Override playback options for all files** box.
5. Set any of the following options:
  - **Show without animation:** Turn off builds and other animations.
  - **Show without slide transition:** Turn off transition effects between slides.
  - **Use timings, if present:** Enable the timings recorded with each slide in a presentation.
  - **Loop continuously:** Advance to the first slide after playing the last slide in a presentation.
  - **Show without media:** Turn off sound and other media effects.
6. Press **OK** .

**Tip**

*To turn the presentation into a continuously looping slide show, check both the **Use timings, if present**, and the **Loop continuously** boxes.*

# Excel<sup>®</sup> Mobile

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With Microsoft<sup>®</sup> Excel<sup>®</sup> Mobile you can create and edit workbooks and templates on your Treo Pro smartphone. You can also edit workbooks and templates that you create on your computer. However, keep in mind that you may lose some of the information and formatting when you save the workbook on your smartphone.

## Tip

To copy a file from your computer to your Treo Pro smartphone, open **My Computer** or **Windows Explorer** on your computer, copy the file into the **Mobile Device** folder, and then sync.

Note the following formatting considerations:

- **Alignment:** Vertical text appears horizontal.
- **Artistic borders:** Appear as a single line.
- **Cell patterns:** Patterns applied to cells are removed.
- **Fonts and font sizes:** The original font is listed on your Treo Pro smartphone and is mapped to the closest font available. Original fonts reappear on your computer.
- **Number formats:** Microsoft<sup>®</sup> Excel<sup>®</sup> 97 conditional formatting is displayed in number format.
- **Formulas and functions:** Unsupported functions are removed, and only the returned value of the function appears. Formulas containing the following are also converted to values:
  - More than 512 bytes
  - An array or array argument, for example, =SUM({1;2;3;4}).
  - External link references or an intersection range reference.
  - References past row 16384 are replaced with #REF!.

## Tip





For simple calculations, use the **Calculator** (see “Calculator” on page 276).

- **Protection settings:** Most protection features are disabled but are not removed. You must remove the password protection in Microsoft® Office Excel® on your computer before editing the file on your smartphone. Rights-managed and password-protected files must be saved only in their original file format.
- **Zoom settings:** Worksheet-specific zoom settings are not retained. The zoom setting applies to the entire workbook.
- **Worksheet names:** Names that refer to other workbooks, arrays, array formulas, or intersection ranges are removed from the name list, causing those formulas to be resolved as “#NAME?” All hidden names are not hidden.
- **AutoFilter Settings:** **AutoFilters** that cause rows to be hidden are supported. Use the **Unhide** command to display hidden rows. Other **AutoFilters** are removed, but you can use the **AutoFilter** command in Excel Mobile to perform similar functions.
- **Chart Formatting:** All charts are saved as they appear in Excel Mobile. Unsupported chart types are changed to one of these supported types: Column, Bar, Line, Pie, Scatter, and Area. Background colors, grid lines, data labels, trend lines, shadows, 3D effects, secondary axes, and logarithmic scales are turned off.
- **Hidden sheets.** Hidden worksheets are displayed.
- **Excel 2007 Binary workbooks.** You cannot open XLSB workbooks.
- **Legacy files.** PXL and PXT files can be opened, but must be saved in XLS or XLT format.
- **File conversions.** You cannot save a file with an XLS or XLT extension as an XLSX or XLTX file, respectively, and vice versa.

The following features are not supported in Excel Mobile and are removed or modified when you open a workbook on your Treo Pro smartphone:

- Dialog sheets and macro sheets.
- VBA modules.
- Text boxes.
- Drawing objects and pictures.
- Lists.
- Conditional formats and controls.
- Pivot table data (is converted to values).

## Creating a Workbook

1. Press **Start**  and select **Office Mobile**.
2. Select **Excel Mobile** .
3. If an empty workbook appears onscreen, go to step 4; if the workbook list appears onscreen, press **New** (left softkey).
4. Highlight a cell where you want to enter text or other information.
5. Enter the information in the cell, and then press **Return** .
6. Repeat steps 4 and 5 to enter the remaining information.
7. Press **OK**  to save the file.

### Tip

When you save a new workbook, it is automatically named *BookX* (where *X* is the next number in a sequence) and then placed in the workbook list.

To insert a symbol, place the insertion point where you want the symbol. Press **Menu** (right softkey) and select **Insert > Symbol**. Highlight the symbol you want to insert, and then select **Insert**.



## Creating a Workbook From a Template

1. Go to the workbook list.
2. Select the list in the upper-left corner, and then select **More Folders > Templates**.
3. Open the template you want to use, and enter the information you want to include in the template.
4. Press **Menu** (right softkey) and select **File > Save As**.
5. Select **Name** and enter a new name for the workbook.
6. Select the **Folder** list, and then select the folder where you want to save the workbook.
7. Select the **Type** list, and select **Excel 2007 Workbook**.
8. Select **Save**.

**Tip**

To create a new template from a workbook, open the workbook you want to save as a template. Press **Menu** (right softkey) and select **File > Save As**. Select **Name** and then enter a name for the template. Select the **Folders** list and select **Templates**. Select **Type** and select **Excel 2007 Template**. Press **OK**.

## Viewing a Workbook

1. Press **Start**  and select **Office Mobile**.
2. Select **Excel Mobile** .
3. In the workbook list, select the workbook you want to view.
4. Press **View** (left softkey) and then select any of the following:
  - **Full Screen**: View as much data as possible on the screen. To return to the normal view, select **Restore** in the upper-right corner.
  - **Zoom**: Set the magnification level so that you can easily read the worksheet.
  - **Sheet**: Switch to a different worksheet.
  - **Split**: Divide the window into two scrollable areas. To move the split bar, tap and drag it. To remove the split bar, select **View > Remove Split**.
  - **Freeze Panes**: Lock rows or columns so that they remain visible while you scroll. Highlight the cell at the juncture you want to lock before you select this command. To unlock the rows or columns, select **View > Unfreeze Panes**.
  - **Toolbar**: Set whether the toolbar appears onscreen.
  - **Status Bar**: Set whether the status bar appears onscreen.
  - **Show**: Set whether headings and scroll bars appear onscreen.



**Tip**

To jump to a cell or region, press **Menu** (right softkey) and select **Edit > Go To**. Select **Cell reference or name** and enter the target cell information or select **Current region**. Select **OK**.


**Did you know?**

You can switch worksheets by selecting the **sheet list** at the bottom of the screen.


## Calculating a Sum

1. Press **View** (left softkey) and select **Toolbar**.
2. Highlight the cell where you want to insert the sum.
3. Select **Sum** .
4. Tap and drag the stylus across the cells you want to add.
5. Press **Return** .

## Entering a Formula

1. Highlight the cell where you want to enter the formula.
2. Enter an equal (=) sign followed by any values, cell references, name references, operators, and functions. Example:  $=(B4/25)+100$ Revenue-Expenses
3. Press **Return** .

## Referring to a Cell or Range in a Formula

1. Open the workbook where you want to refer to a cell or range in a formula.
2. Begin entering a formula in a cell.
3. Navigate to the cell you want to refer to in the formula. To refer to a range, tap and drag the stylus over the cells you want to include in the range.
4. Finish entering the formula and press **OK** .



### Tip

To refer to a cell from another worksheet in your formula, enter the worksheet name followed by an exclamation point (!) and the cell, range, or name reference.

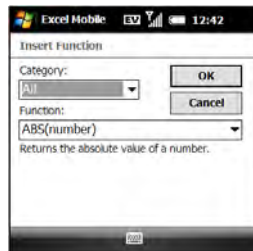
Example: =Sheet1!Earnings.

To create a 3-D reference in your formula, specify two or more sheets in a workbook. Use a colon between the first and last worksheet names.

Example: =SUM(Sheet2:Sheet6!\$A\$2:\$C\$5)

## Inserting a Function

1. Highlight the cell where you want to insert the function.
2. Press **Menu** (right softkey) and select **Insert > Function**.
3. Select the **Category** list, and then select the type of function you want to insert.
4. Select the **Function** list, and then select the specific function you want to insert.
5. Select **OK**.

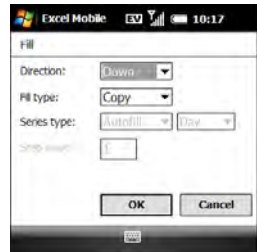


### Did you know?

To enter symbols that are not on the keyboard, such as the = sign, press **Alt** and select the symbol from the list.

## Entering a Sequence Automatically

1. Highlight both the cells containing the information you want to automate and the adjacent destination cells.
2. Press **Menu** (right softkey) and select **Edit > Fill**.
3. Select the **Direction** list, and then select the direction you want to populate.
4. Select the **Fill type** list, and then select **Series**.
5. Select the **Series type** list, and then select the type of series you want. If you select **Date** or **Number**, enter a **Step value** increment.
6. Select **OK**.



### Tip

Select **Autofill** as the series type to quickly fill cells with repetitive data such as numbers or repeated text. **Autofill** takes the content of the first cell in the highlighted row or column and copies it down or across the rest of the selection.

## Adding Cells, Rows, and Columns

1. Open the workbook you want to add to.
2. Highlight the area where you want to insert elements.
3. Press **Menu** (right softkey) and select **Insert > Cells**.
4. Select how you want to insert the elements:
  - **Shift cells right:** Insert a new cell. The highlighted cell and all cells on the right move one column to the right.
  - **Shift cells down:** Insert a new cell. The highlighted cell and all cells below it move down.
  - **Entire row:** Insert a new row. The entire row in which the highlighted cell is located and all rows below it move down.

- **Entire column:** Insert a new column. The entire column in which the highlighted cells are located and all columns to the right move one column to the right.
5. Select **OK**.

**Tip**


To add a new worksheet, press **Menu** (right softkey) and select **Format > Modify Sheets**. Select **Insert**, enter a name for the worksheet, and then press **OK**. To change the order of the worksheets, highlight a worksheet you want to move, and then select **Move Up** or **Move Down**. Press **OK**.

## Formatting Cells

1. Open the workbook you want to format.
2. Highlight the cells you want to format.

**Tip**

To name the highlighted cell or range of cells, press **Menu** (right softkey) and select **Insert > Define Name**. Enter the name and select **Add**. Press **OK**.

3. Press **Menu** (right softkey) and select **Format > Cells**.
4. Select any of the following:
  - **Size:** Set the row height and column width.
  - **Number:** Set the format for the numbers in the cells.
  - **Align:** Set whether text wraps within the highlighted cells, and set the horizontal and vertical alignment position.
  - **Font:** Set the typeface, color, size, and style attributes.
  - **Borders:** Turn borders on and off for various cell edges, and set the border and background colors.
5. Press **OK** .


## Formatting Rows and Columns

1. Open the workbook you want to format.
2. Highlight the rows or columns you want to format.
3. Press **Menu** (right softkey) and then select **Format > Row** or **Format > Column**.
4. Select any of the following:
  - **AutoFit**: Adjust the size of the highlighted rows or columns to their contents.
  - **Hide**: Hide the highlighted rows or columns.
  - **Unhide**: Display hidden rows or columns in the highlighted area.

### Did you know?

You can adjust the column or row size by tapping and dragging the right edge of the column header or the bottom edge of the row header. To automatically fit rows and columns to their contents, double-tap the lower edge of the row heading or the right edge of the column heading.

## Renaming a Worksheet

1. Open the workbook containing the worksheet you want to rename.
2. Press **Menu** (right softkey) and select **Format > Modify Sheets**.
3. In the **Sheets** list, highlight the worksheet you want to rename.
4. Select **Rename**, enter a new name for the worksheet, and then press **OK**  twice.

## Sorting Information in a Worksheet

1. Highlight the cells you want to sort.
2. Press **Menu** (right softkey) and select **Tools > Sort**.
3. Select the **Sort by** list, and then select the primary sort column.
4. Check or uncheck the **Ascending** box to indicate whether you want to sort in ascending or descending order.
5. (Optional) Select the **Then by** lists, and then select second- and third-level sorting options.

6. Check or uncheck the **Exclude header row from sort** box to indicate if you want to sort the header row.
7. Select **OK**.

## Filtering Information in a Worksheet

1. Highlight the cells that contain the information you want to filter.
2. Press **Menu** (right softkey) and select **Tools > AutoFilter**. (A list appears at the top of each related column.)
3. Select one of the new lists, and then select a filter. (This hides all rows that do not include the selected filter.)
4. (Optional) Select the other lists, and then select other filters.

### Tip

To display all rows again, select the filter list and then select **All**. To turn off filtering, press **Menu** (right softkey) and select **Tools > AutoFilter** again.

### Did you know?


You can also create custom filters where you specify comparisons. Select the filter list, and then select **Custom**.

## Creating a Chart

1. Open the workbook you want to create a chart from.
2. Highlight the cells you want to include in the chart.
3. Press **Menu** (right softkey) and select **Insert > Chart**.
4. Select the type of chart, and then press **Next** (right softkey).
5. Confirm the data range you want to chart, and then press **Next** (right softkey).
6. Select the data layout, and then press **Next** (right softkey).
7. Check the boxes to indicate whether the first row and column of the data range represent labels.


8. Select whether you want the chart to appear as a separate worksheet within the current workbook, or as part of the current worksheet.
9. Press *Finish* (right softkey).

### ***Formatting or Changing a Chart***

1. Open the workbook that contains the chart you want to format.
2. Open the chart.
3. Press *Menu* (right softkey) and select *Format > Chart*.
4. Select any of the following:
  - **Titles:** Set the title of the chart and the headings, whether a legend appears, and the placement of the legend.
  - **Scale:** Set the minimum and maximum scales for charts with an x or y axis.
  - **Type:** Set the chart style. You can use this setting to convert your chart to a different format.
  - **Series:** Add, modify, format, or delete related data points without affecting the information in your worksheet.
5. Press **OK** .


### ***Finding or Replacing Information in a Workbook***

1. Open the workbook containing the information you want to find.
2. Press *Menu* (right softkey) and select *Edit > Find/Replace*.
3. Select *Find what* and enter the information you want to find.
4. (Optional) Check the **Match case** box to find text that matches the capitalization in any text you entered.
5. (Optional) Check the **Match entire cells** box to find only full words that match any text you entered.
6. Select *Find* to locate the first instance of the information you entered, or select *Replace* and enter the replacement information.

7. Select **Next** to find the next instance of the information, or select **Replace** to replace it. (To replace all instances of the information, select **Replace All**.)
8. When you see a message indicating that the search is done, press **OK** .

## Organizing Your Workbooks

You can rename your workbooks and move them to another folder and between your Treo Pro smartphone and an expansion (storage) card.


1. Go to the workbook list.
2. Highlight a file.
3. Press **Menu** (right softkey) and select **Rename/Move**.
4. Select **Name** and then enter a new name for the workbook.
5. Select the **Folder** list, and then select the folder you want to move the workbook to.
6. Select the **Location** list, and then select **Main memory** or **Storage card**.
7. Press **OK** .
8. Select the list in the upper-left corner, and then select the folder you want to view.
9. Select the list in the upper-right corner, and then select the sort method.

### Tip

When you go to a folder, you can easily search your documents by sorting by type.

## Deleting Cells, Rows, and Columns

1. Open the workbook containing the elements you want to delete.
2. Highlight the area you want to delete.
3. Press **Menu** (right softkey) and select **Edit > Delete Cells**.
4. Select how you want to remove the elements:
  - **Shift cells left:** Delete the highlighted cells and moves all cells on the right one column to the left.

- **Shift cells up:** Delete the highlighted cells and moves all cells below them up.
  - **Entire row:** Delete the entire row in which the highlighted cells are located, and moves all rows below it up.
  - **Entire column:** Delete the entire column in which the highlighted cells are located, and moves all columns on the right one column to the left.
5. Press OK .

**Did you know?**


Excel Mobile adjusts formulas to reflect the new cell locations. However, a formula that refers to a deleted cell displays the #REF! error value.

**Tip**

To delete a workbook, go to the workbook list and highlight the workbook you want to delete. Press **Menu** (right softkey) and select **Delete**. Select **Yes** to confirm.

To delete a worksheet, open the workbook that contains the worksheet you want to delete. Press **Menu** (right softkey) and select **Format > Modify Sheets**. Highlight the worksheet you want to delete, and then select **Delete**. Select **Yes** to confirm the deletion, and then press **OK**.

## Customizing Excel Mobile

1. Go to the workbook list.
2. Press **Menu** (right softkey) and select **Options**.
3. Set any of the following options:
  - **Template for new workbook:** Set the default template for new workbooks.
  - **Save new workbooks to:** Set where new workbooks are stored.
  - **Files to display in list view:** Set which types of files appear in the workbook list.
4. Press OK .









OneNote® Mobile lets you create digital notes that contain text, pictures, and audio and video. You can then synchronize these notes with Microsoft Office OneNote 2007 on your computer. During synchronization, all the notes you create on your Treo Pro smartphone are copied to a notebook called OneNote Mobile on your computer; you can then drag your notes to other locations on your computer. You can use OneNote Mobile to do any of the following:

- Take pictures of business cards and then insert them into OneNote.
- Take pictures of flip charts and whiteboards in conference rooms and then insert them into OneNote.
- Enter text and insert voice recordings (for example, reminders of important events, ideas for projects, price comparisons, recommendations, blog ideas, and so on) and synchronize them with your notes.
- Prepare meeting or travel information in OneNote on your computer and then transfer it to your smartphone so you can access the information on the road.

## Creating a New Note

Just like in Office OneNote 2007 on your computer, OneNote Mobile continuously saves your note as you create, edit, and close a note.



1. Press **Start**  and select **Office Mobile**.
2. Select **OneNote Mobile** .
3. Press **New** (left softkey).
4. Enter your note text.
5. (Optional) Do any of the following:
  - **Format text:** Place the cursor in the middle of the word that you want to format, press **Menu** (right softkey), select **Format**, and select a style. To clear all formatting for the selected text, press **Menu** (right softkey), and select **Format > Clear All**.






- **Create a numbered list:** Place the cursor where you want the list to begin, press **Menu** (right softkey), and select **List > Numbered**. To clear the numbered list formatting, place the cursor on any list item, press **Menu** (right softkey), and select **List > Clear**.
  - **Create a bulleted list:** Place the cursor where you want the list to begin, press **Menu** (right softkey), and select **List > Bulleted**. To clear the bulleted list formatting, place the cursor on any list item, press **Menu** (right softkey), and select **List > Clear**.
  - **Create a hyperlink:** Enter the Web site address for which you want to create the hyperlink. For example, to create a hyperlink to the Microsoft Web site, type <http://www.microsoft.com>.
  - **Insert a new picture:** Press **Menu** (right softkey), select **Take Picture**, press **Center**  to take the picture, and then press **OK**  to insert it into your note.
  - **Insert an existing picture:** Press **Menu** (right softkey), select **Insert Picture**, and then select the picture to insert it into your note.
  - **Insert a voice note:** Press **Menu** (right softkey), select **Insert Recording**, and then select **Record**  to begin recording. After you finish recording, select **Stop** .
6. Press **Done** (left softkey). (The first line of text in the note becomes the note name. You can rename the note later.)

**Tip**

While taking notes, you can undo a mistake by pressing **Menu** (right softkey) and selecting **Undo**.

## Viewing or Editing an Existing Note

1. Press **Start**  and select **Office Mobile**.
2. Select **OneNote Mobile** .
3. In the **OneNote Mobile** list, select the note that you want to open.

4. Do any of the following:
  - **Open a hyperlink:** Place the cursor anywhere in the link, and then press **Center** .
  - **View picture detail:** Highlight the picture, press **Center** , press **Menu** (right softkey), and then select **Zoom In**. To zoom in further, press **Menu** (right softkey) and select **Zoom In** again. Use the **5-way** to view different parts of the picture. To zoom out, press **Menu** (right softkey) and select **Zoom Out**; you can also select **Actual Size** or **Fit to Screen**. To close the picture, press **OK** .
  - **Play a voice note:** Highlight the voice note and press **Center** . To close the voice note, press **OK** .
5. Press **Done** (left softkey) to close the note.

## Renaming a Note

1. In the **OneNote Mobile** list, select the note that you want to rename.
2. Press **Menu** (right softkey) and then select **Rename**.
3. Enter the new name.
4. Press **Done** (left softkey) to accept the new name.

## Sorting your Notes

1. From the **OneNote Mobile** list, press **Menu** (right softkey), and then select **Options**.
2. Select the method you want to use to sort your notes: **Name** or **Date modified**.
3. Press **Done** (left softkey) to sort your notes.

## Deleting a Note

1. In the **OneNote Mobile** list, select the note that you want to delete.
2. Press **Menu** (right softkey) and then select **Delete**.
3. Select **Yes** to confirm the deletion.

# Adobe® Reader® LE

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Adobe® Reader® LE lets you view PDF files whether they are saved to your device, attached to email messages, stored on an expansion card (sold separately) inserted into your device's expansion card slot, or downloaded from the Web. You can customize the document display.

## *Did you know?*

You can use the Files sync folder to transfer PDF files between your computer and your Treo Pro smartphone. The process is the same as transferring Microsoft Office files. See "Synchronizing Microsoft® Office and Other Files" on page 280 for details.

## *Viewing a File*










Adobe Reader LE supports password-protected PDF files with up to 128-bit encryption. When you open a password-protected PDF file, you must enter the password to open the file.

1. Press **Start**  and select **Programs**.
2. Select **Adobe Reader** .
3. Navigate to and select the file you want to open.

## *Tip*

To open additional files, press **Menu** (right softkey) and select **Open**. Select the file you want from the list, or select **Browse** to navigate to and select the file.

4. Press **Down** ▼ to scroll to the next page (in *Single Page* mode) or scroll the continuous display down (in *Continuous* mode). Press **Up** ▲ to scroll to the preceding page or scroll the continuous display up.
5. Tap any of the following to change the view and move around within the PDF file:

-  Fit the full width of the page on the screen.
-  Fit the whole page on the screen.
-  Move to the next page.
-  Move to the previous page.
-  Jump to the first page of the file.
-  Jump to the last page of the file.
-  Search for a word in the document.
-  Zoom out.
-  Zoom in.

6. To open another file, press **Menu** (right softkey) and select **Open**. Select a recently opened file, or select **Browse** and navigate to the file you want.



### Tip

To go to a specific page, press **Tools** (left softkey) and select **Go To**.

If the file was created with bookmarks, Adobe Reader LE displays the bookmarks pane on the left side of the screen. Select a heading in the bookmarks pane to jump to that section.


To view detailed information about the file you are viewing, press **Menu** (right softkey) and select **Details**.

## Changing Display Options

You can change the display size, the scroll option, and more.

1. Press **Tools** (left softkey), select **View**, and then select any of the following:
  - **Rotate Right/Left**: Rotates the page in the selected direction.
  - **Single Page**: Displays the pages so that when you use **Up** ▲ or **Down** ▼ to scroll the file, the display jumps a page at a time.
  - **Continuous**: Displays the pages so that when you use **Up** ▲ or **Down** ▼ to scroll the file, the display scrolls continuously up or down without jumping.
2. Press **Tools** (left softkey), select **Zoom**, and then select one of the following options:
  - **In**: Increases the file display size to enlarge font and image size.
  - **Out**: Decreases the file display size to fit more of the file on the screen.
  - **To %**: Specifies a specific zoom level for the display.
  - **Fit screen**: Sizes the display so an entire page fits on the screen from top to bottom.
  - **Fit width**: Sizes the display so that the width of the page fills the display from side to side.

## Finding Text in a File

1. With the file open, tap the **Find**  icon, or press **Tools** (left softkey) and select **Find > Text**.
2. Enter the text you want to find.

3. (Optional) Check the **Match case** box to find text that matches the capitalization in the text you entered.
4. (Optional) Check the **Whole word** box to find only full words that match the text you entered.
5. (Optional) Check the **Backwards** box to search the file backwards.
6. Press **Find** (left softkey).
7. To find the next occurrence of the text, press **Tools** (left softkey) and select **Find > Next**.





## ***Your Information and Settings***





## ***Managing Files and Applications***

### *In This Section*

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- ◆ Finding Information
  - ◆ Installing Applications
  - ◆ Removing Applications
  - ◆ Sharing Information
  - ◆ Using Expansion Cards
-

## Finding Information



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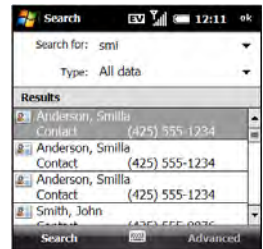
You can find information quickly with the built-in search features on your Treo™ Pro smartphone by Palm:

- **Lookup:** Find and dial your contacts by contact name, company name, or phone number. (See “Dialing by Contact Name” on page 77 and “Dialing by Company Name” on page 78 for details.)
- **Search:** Look through the text in all the applications on your smartphone.
- **File Explorer:** Browse through the files and folders on your smartphone or on an expansion card.
- **Global Address Lookup:** Look up names in your online corporate address list.
- **Live Search:** Start a Web search directly from your **Today** screen. (See “Searching the Web From Your Today Screen” on page 197 for details.)

### Using Search

Search for files and other items stored in the **My Documents** folder on your smartphone or on an expansion card. You can search by file name or by words located in the item. For example, you can search for words within notes, appointments, contacts, and tasks.

1. Press **Start**  and select **Programs**.
2. Select **Search** .
3. Select **Search for**, and then enter the file name, word, or other information you want to find.
4. Select the **Type** list, and then select the kind of information you want to find.
5. Press **Search** (left softkey).
6. Use the **5-way** to select and view an item from the results.



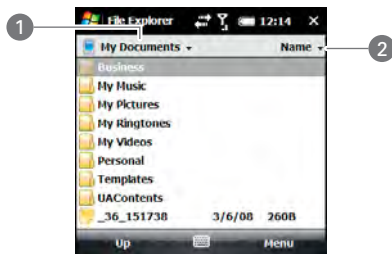
**Tip**

To find an item you've looked for before, select the **Search for** list and then select the item in the list.



You can also open the **Search** screen by pressing **Option + Shift**.

## Exploring Files and Folders

You can use **File Explorer** to browse the contents of folders on your Treo Pro smartphone or an expansion card (sold separately). The root folder on your smartphone is named **My Device**. **My Device** is similar to My Computer (Windows XP) or Computer (Windows Vista®) on your computer.



- 1 Show List
- 2 Sort by List

1. Press **Option**  + **Start**  to open **File Explorer**.
2. Tap the list in the upper-left corner, and then select the folder you want to explore.


**Did you know?**

You can sort the contents of a folder by name, date, size, or type. Select the list in the upper-right corner, and then select the sort method.

- Do any of the following:
  - To open an item, select it.
  - To decompress a ZIP file, tap it.




**Note**

*To compress files, you must use a compression program, such as WinZip, on your computer. You cannot compress files on your Treo Pro smartphone.*

- To quickly delete, rename, beam, or email an item, highlight the item, press and hold **Center**  to open the shortcut menu, and then select the appropriate command.

**Important**

*Do not delete any files that you cannot identify. These files may be required for your Treo Pro smartphone to function properly.*

- To move or copy a file to another folder, highlight the item, press and hold **Center**  to open the shortcut menu, and then select **Cut** or **Copy**. Open the destination folder, press and hold **Center**  to open the shortcut menu, and then select **Paste**.
  - To highlight multiple items, tap and drag the stylus.
- Press **OK** .

## Installing Applications

---

Your Treo Pro smartphone comes with several built-in and ready-to-use applications. You can also install other third-party applications that are compatible with devices running Microsoft® Windows Mobile® 6.1 Professional edition, such as business software, games, and more.

Applications you download to your computer are likely to be in a compressed format, such as ZIP. If the file is compressed, you need to decompress the file before you install the

application on your device. You can decompress the file on your Treo Pro smartphone in *File Explorer* or on your computer in a decompression program, such as WinZip.

**Did you know?**

You can also send the file to yourself as an email attachment and then open the email message on your Treo Pro smartphone, and tap the attachment to automatically decompress the file.

The following instructions tell you how to install basic files onto your Treo Pro smartphone. Some software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

**Tip**



If an application does not have a Microsoft Mobile to Market certificate, a message appears, indicating that the application is untrusted. If this occurs, you can indicate whether you want to continue the installation.

---

Be sure to select and install applications that are compatible with Windows Mobile 6.1 Professional. Applications that are designed for other versions of Windows Mobile may not be compatible with your Treo Pro smartphone.






## Purchasing Applications From the Sprint Mobile Software Store

You can use Software Store to purchase and install applications directly from the Sprint Mobile Software Store Web site onto your Treo Pro smartphone.

1. Make sure that your phone is on (see “Turning Your Phone On and Off” on page 34).
2. Press **Start**  and select **Programs**.
3. Select **Software Store** .
4. Select a category link.
5. Select the **Buy Now** link below the item you want to purchase.
6. Follow the onscreen prompts to complete the transaction.

## *Installing Applications From Other Web Sites on the Internet*

You can use *Internet Explorer® Mobile* to install Windows Mobile applications in the CAB file format directly from the Internet. For files in the ZIP file format, you must unzip the files in File Explorer before you install them. For files in any format other than CAB or ZIP, you must first download the files to your computer and then install them to your Treo Pro smartphone by synchronizing.


1. Make sure that your phone is on (see “Turning Your Phone On and Off” on page 34).
2. Press **End**  to go to the **Today** screen, and press **Internet Explorer** (right softkey).
3. Go to the page that contains the link to the application you want to download.
4. Press **Left**  or **Right**  to highlight the link to the file, and then press **Center**  to start the download process.
5. If prompted, select the folder where you want to store the file.
6. When the download is complete, press **Start**  and select **File Explorer**.
7. Go to the folder you selected in step 5.
8. Select the file you downloaded to start the installation program.

## *Installing Applications From Your Computer*

There are many applications available for your Treo Pro smartphone. To get started, check out the selection at [palm.com/support](http://palm.com/support).



### **Before You Begin**

To install an application from your computer, you must first install the desktop sync software on your computer (see “Setting Up Your Computer for Synchronization” on page 44).

1. On your computer, open **My Computer** or **Windows Explorer** (Windows XP) or **Computer** (Windows Vista).
2. Copy the application file(s) into the  **Mobile Device** folder.
3. Connect your smartphone to your computer to synchronize and install the application(s) on your device.



## Installing Applications Onto an Expansion Card

1. Insert the expansion card into the expansion card slot on your smartphone (see “Inserting and Removing Expansion Cards” on page 324).
2. Connect your smartphone to your computer.
3. On your computer, open the **ActiveSync**<sup>®</sup> window (Windows XP) or **Windows Mobile Device Center** (Windows Vista).
4. Click **Explore** .
5. Double-click **My Windows Mobile-Based Device**  to open the **Mobile Device** folder.
6. Copy the application file(s) into the **Storage Card** folder inside the **Mobile Device** folder.

## Getting Help With Third-Party Applications

If you encounter a problem, such as an error message, with a third-party application, contact the application’s author or vendor. For general troubleshooting of third-party applications, see “Third-Party Applications” on page 402.

Make sure that the third-party application supports 320 x 320 screen resolution. Some older applications have screen-size limitations. Third-party applications should also be written for Windows Mobile version 6.1 or later. Programs written for earlier versions may not support 5-way navigation or softkeys and can have performance problems.



### Tip

*Before purchasing a third-party program, try the free version (if available) to make sure the program works properly with Windows Mobile 6.1 and your Treo Pro smartphone.*

## Removing Applications

---

To free up storage space on your smartphone, you can remove applications that you no longer use. You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the Read-Only-Memory (ROM) portion of your device.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Remove Programs** .
3. Highlight the application that you want to remove.
4. Select **Remove**.
5. Select **Yes** to confirm the deletion.



### Tip

*Some applications are factory-installed on your Treo Pro smartphone and cannot be deleted. These are not included on the **Remove Programs** list.*

## Sharing Information

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Your Treo Pro smartphone comes equipped with a variety of options for sharing information, so that you can choose the quickest, most convenient way to send your information or to receive information from another device.

- In many applications, you can send a file or an entry by email or beaming. Open the application to the file or entry list and highlight the item you want to send. Press **Menu** (right softkey) and select the **Send** or **Beam** option.
- In the Messaging application, you can insert a picture or attach a note or other file to an email. You can also receive pictures and attachments (see “Sending and Receiving Email Messages” on page 137).

- You can attach a picture, video, or sound file to a multimedia message (see “Creating and Sending a Multimedia Message” on page 161).
- You can synchronize to share info between your device and your computer or between your device and Microsoft Exchange Server 2003 or 2007 (see “Synchronizing Information” on page 331).
- If you are near someone, you can beam files and applications between your device and your neighbor’s device using the IR port or Bluetooth® wireless technology (see “Beaming Information” on page 218).
- You can also store files on an expansion card and share the expansion card (see the next section, “Using Expansion Cards”).

## Using Expansion Cards

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The expansion card slot on your Treo Pro smartphone enables you to add microSD™ cards to extend the storage capacity of your device. (Expansion cards are sold separately.) For example, expansion cards can store the following, and more:

- Documents (Microsoft Office, text, and PDF).
- Email attachments.
- Pictures.
- Videos.
- Audio and music files.
- Games.
- Applications.

**Tip**

*We recommend that you purchase preformatted expansion cards. To format a card on your own, you may need to connect a card reader (sold separately) to your computer.*

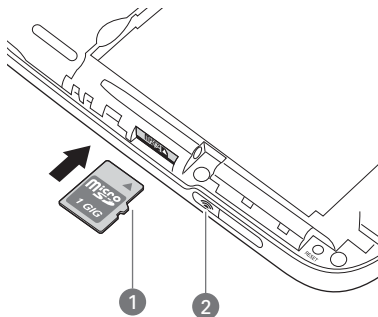
## Inserting and Removing Expansion Cards

1. Remove the back panel (see “Removing the Back Panel” on page 25).
2. Insert the card with the label facing up and the notch pointing toward the Wi-Fi button.

### Tip

Your Treo Pro smartphone has a push-push mechanism: push in gently to insert a card; push in gently to remove it.

3. Push the card into the slot until you feel the card click into place. To remove a card, push the card in to release it.





- 1 Notch
- 2 Wi-Fi Button

4. Slide the back panel back into place.

## Opening Applications on an Expansion Card

After you insert an expansion card into the expansion card slot, you can open any of the applications stored on the expansion card.


1. Insert the expansion card into the expansion card slot.
2. Press **Option**  + **Start**  to open **File Explorer**.
3. Select the list in the upper-left corner, and then select **Storage Card**.
4. Select the application you want to open.

**Tip**

To run an application on an expansion card, your Treo Pro smartphone must have enough free space in the internal memory.

## Saving Files to an Expansion Card

You can save space on your smartphone by saving files to an expansion card. For example, when you create new Word Mobile documents, notes, Excel® Mobile workbooks, pictures, videos, and audio files, you can save them directly to an expansion card. (Some applications may not support this feature.)

1. Insert an expansion card into the expansion card slot.
2. Open the application that contains the information you want to save.
3. Press **Menu** (right softkey) and select **Options** or **Tools** (depending on the application).
4. Select the **Save to** list, and then select **Storage Card**.
5. Press **OK** .


**Tip**

If you don't see the **Save to list** on the **Options** screen, look on the other tabs (if present). If you still can't find a **Save to list**, the application may not support this feature.




**Did you know?**

You can create folders on your expansion card so that it's easy to find your files when you need them.

## *Moving Information Between Your Treo™ Pro Smartphone by Palm and an Expansion Card*

1. Insert an expansion card into the expansion card slot.
2. Open the application that contains the information you want to move.
3. Go to the list view and highlight the item(s) you want to move.
4. Press **Menu** (right softkey) and select **Rename/Move**.
5. Select the **Location** list, and then select where you want to move the information: **Storage Card** or **Main Memory**.
6. Press **OK** .

## *Copying or Moving Applications and Files Between Your Treo Pro Smartphone and an Expansion Card*




1. Insert the expansion card into the expansion card slot.
2. Press **Option**  + **Start**  to open **File Explorer**.
3. Select the file or application that you want to copy or move (see “Exploring Files and Folders” on page 317).
4. Press **Menu** (right softkey) and select **Edit > Copy** or **Edit > Cut**.
5. Go to the folder where you want to place the selected item.
6. Press **Menu** (right softkey) and select **Edit > Paste**.
7. Press **OK** .

### **Tip**




Your applications are usually located in the **My Device/Program Files** folder.

## Viewing Available Expansion Card Memory

You can view how much space is available on the expansion card that is currently in the expansion card slot.



1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **Settings**.
3. Select the **System** tab, and then select **Memory** .
4. Select the **Storage Card** tab.
5. After you finish viewing the information, press **OK** .



## Exploring Files on an Expansion Card

1. Insert the expansion card into the expansion card slot.
2. Press **Option**  + **Start**  to open **File Explorer**.
3. Tap the list in the upper-left corner, and then select **Storage Card**.
4. Select the folder or files you want to view.
5. After you finish viewing the information, press **OK** .

## Renaming Files on an Expansion Card

If you change the contents of an expansion card, you may at some point want to rename the files or folders to better match their contents.

1. Insert the expansion card into the expansion card slot.
2. Press **Option**  + **Start**  to open **File Explorer**.
3. Tap the list in the upper-left corner, and then select **Storage Card**.
4. Highlight the file or folder you want to rename.
5. Press **Menu** (right softkey) and select **Rename**.




6. Enter the new name, and then press **Center** .
7. Press **OK** .

**Tip**

*Before copying information to or renaming the files or folders on an expansion card, make sure the card is not write-protected. For details, see the instructions that came with your card.*

## Encrypting an Expansion Card

When you encrypt an expansion card, the info on the card can be read only by your Treo Pro smartphone—so no one can see what's on the card if it is lost or stolen.

1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **Settings**.
3. Select the **System** tab, and then select **Encryption** .
4. Check the **Encrypt files placed on storage cards** box.
5. Press **OK** .

**Note**

*If your organization enforces an encryption policy, you can see that the box is checked but you cannot uncheck it.*

## Accessing Information on a Remote Computer

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Remote Desktop Mobile is a technology that allows you to use your device to connect to a remote computer in a different location. For example, you can connect to your work computer and have access to all of your applications, files, and network resources as though you were in front of your computer at work. You can leave applications running at work and then see your work computer's desktop displayed on your device, with the same applications running.






## Before You Begin

The remote computer must be set up for remote control. Ask the remote computer administrator for your computer user name, password, and domain if you don't know them.

## Accessing a Remote Computer

1. Press **Start**  and select **Programs**.
2. Select **Remote Desktop Mobile** .
3. Enter the name of the computer you want to access. (If you are accessing a computer you've already entered, select the computer name from the list.)
4. Enter the user name, password, and domain you use to access the remote computer.
5. Press **OK** .

## Customizing Remote Desktop Mobile

1. Press **Start**  and select **Programs**.
2. Select **Remote Desktop Mobile** .
3. Press **Menu** (right softkey) and select **Options**.
4. On the **Display** tab, select any of the following options:
  - **Colors**: Set how to display colors from the remote computer on your device screen.
  - **Full screen**: Set whether you want the remote computer display to take up your entire device screen.
  - **Fit remote desktop to screen**: Set whether you want to resize the remote computer display so that the entire display fits on your device screen.
5. Select the **Resources** tab, and then select one or both of the following options:
  - **Device storage**: Set whether to map your device's storage memory to the remote computer.
  - **Remote desktop sound**: Set whether sounds from the remote computer are muted completely, played on the remote computer, or played on your device.
6. Press **OK** .



## ***Synchronizing Information***

### *In This Section*

---

- ◆ **Setting Up Wireless Synchronization**
  - ◆ **Other Ways to Synchronize**
  - ◆ **Changing Which Applications Synchronize**
  - ◆ **Stopping Synchronization**
- 

When you synchronize, the information you enter on your Treo™ Pro smartphone by Palm, your computer, or your corporate server is automatically updated in the other location. There's no need to enter the information twice. This is true whether you sync with your computer using desktop synchronization software (see “Setting Up Your Computer for Synchronization” on page 44) or you sync wirelessly with your company's Exchange server (see “Setting Up Wireless Synchronization” on page 332).



## Setting Up Wireless Synchronization

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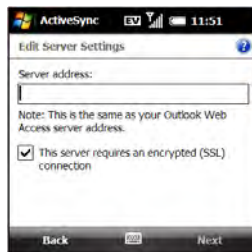
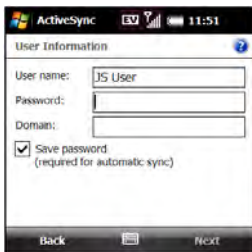
If your company uses Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2, you may be able to take advantage of Microsoft Direct Push technology. Direct Push technology is a two-way wireless delivery method that keeps your Microsoft® Outlook® information up-to-date by providing efficient communication between the server and your Treo Pro smartphone. You may also have access to other features such as Global Address List; Tasks Over The Air (OTA); and IP-based push updating of Calendar, Tasks, and Inbox.

**Did you know?** *Because your desktop copy of Outlook also syncs with the server, whatever syncs to the server from your Treo Pro smartphone also shows up in Outlook; and whatever you enter or change in Outlook on your computer syncs to the server and then shows up on your smartphone.*

**Before You Begin** *If you installed ActiveSync desktop software on a Windows XP computer, you may have already set up your Treo Pro smartphone to synchronize wirelessly with the server. To check, on your smartphone, press **Start**, select **Programs**, and then select **ActiveSync**. Press **Menu** (right softkey). If **Configure Server** appears instead of **Add Server Source**, wireless sync is already set up, and you can skip this procedure.*

1. Work with your system administrator to gather the following information for your Exchange Server account:
  - Mail server address and domain name.
  - The user name and password you use to access your corporate mail server.
  - Security connection: Does your server use an encrypted (SSL) connection?
2. Press **Start**  and select **Programs**.
3. Select **ActiveSync** .
4. Press **Menu** (right softkey) and select **Add Server Source**.

5. Enter the email address that you want to set up.
6. Uncheck the box to detect the Exchange server settings, and then press *Next* (right softkey).



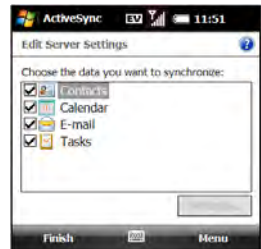
7. If prompted, enter the **Server address** and check the box if the server requires SSL encryption, and then press *Next* (right softkey).
8. Enter the user name and password that you use to access your corporate mail server, and enter the Exchange server domain.

**Tip**

*The Exchange Server settings are case-sensitive. Be sure to enter uppercase and lowercase letters properly. Be especially careful when entering the password, because it does not appear on the screen as you enter it. See “Entering Lowercase and Uppercase Letters” on page 62 and “Entering Numbers, Punctuation, and Symbols” on page 63.*

9. Ask your system administrator if it is OK to store your corporate email password on your smartphone, and then do either of the following:
  - If it is OK, check the **Save password** box and press *Next* (right softkey).
  - If it is not OK, do *not* check the **Save password** box, and press *Next* (right softkey). (You must synchronize manually; see “Initiating a Wireless Sync Manually” on page 335 for details.)

10. Check the boxes for the types of information you want to sync with the Exchange server.
11. (Optional) Highlight an item and select **Settings** to change the synchronization settings for that type of information. (Settings are not available for all items.)
12. (Optional) Press **Menu** (right softkey) and select **Advanced** to set the rules for fixing sync conflicts.
13. Press **Finish** (left softkey). (Synchronization with your Exchange server begins automatically and onscreen messages indicate sync progress.)



**Tip**

To automatically download more of an incoming email message than the default setting, select **E-mail** in step 10, select **Settings**, and select a higher number from the **Download size limit** list. If you don't increase this setting, you can manually download the rest of the message at your convenience.


## Setting the Synchronization Schedule

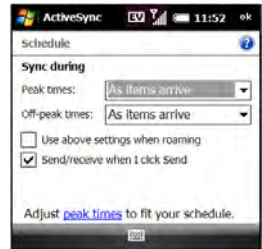
You can set a synchronization schedule in either of the following situations:

**If you use Microsoft Exchange Server 2007, or Microsoft Exchange Server 2003 upgraded to Service Pack 2:** By default, wireless sync takes place anytime info is updated on either your device or the server using Microsoft Direct Push. To save battery life, however, you can set synchronization to take place at intervals that you specify.

**If you use Microsoft Exchange Server 2003 that is not upgraded to Service Pack 2:** By default, wireless sync does not take place automatically. Set a synchronization schedule to have synchronization take place either anytime info is updated on your device or the server, or at certain intervals.



1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Schedule**.

4. Set any of the following options:
  - **Peak times:** Set the frequency for high-traffic time periods, such as when you are at work or when email volume is high.
  - **Off-peak times:** Set the frequency for low-traffic time periods, such as late at night.
  - **Use above settings when roaming:** Set the frequency while you are roaming outside the Sprint network. You should keep this box checked to ensure that wireless sync works properly.
  - **Send/receive when I click Send:** Set whether items are sent as soon as you select **Send** in the **Messaging** application, or whether they are held until the next synchronization.
5. (Optional) To customize your high-traffic periods, select the **peak times** link at the bottom of the screen and adjust the days and times. (For example, if you work Thursday through Tuesday, you can select those days as your peak times instead of Monday through Friday.)
6. Press **OK** .



## Initiating a Wireless Sync Manually

If you want to control exactly when a wireless sync takes place, or if it is not OK to store your corporate email password on your Treo Pro smartphone, you can initiate sync manually.

1. To set up manual sync, follow the preceding procedure, “Setting the Synchronization Schedule” on page 334. In the **Peak times** and **Off-peak times** lists, select **Manually**.
2. To initiate a manual sync, press **Start**  and select **Programs**.
3. Select **ActiveSync** .
4. Press **Sync** (left softkey).

## Other Ways to Synchronize






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### Synchronizing Over a Bluetooth® Wireless Technology Connection

If your computer is equipped with Bluetooth® wireless technology, you can use a Bluetooth connection to synchronize your computer and Treo Pro smartphone.

#### **Before You Begin**

Make sure your computer is set up for synchronization (see “Setting Up Your Computer for Synchronization” on page 44).



1. Do one of the following:
  - **Windows XP:** On your computer, right-click the **ActiveSync**  icon in the taskbar in the lower-right corner of the screen, and select **Connection Settings**.
  - **Windows Vista®:** Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**.
2. Check the **Allow connections to one of the following** box, and then select the Bluetooth COM port you set up on your computer.
3. On your smartphone, press **Start**  and select **Settings**.
4. Select the **Connections** tab, and then select **Bluetooth** .
5. Select the **Mode** tab and check the **Turn on Bluetooth** box.
6. Press **Start**  and select **Programs**.
7. Select **ActiveSync** .
8. Press **Menu** (right softkey) and select **Connect via Bluetooth**.
9. If this is the first time you're making a Bluetooth connection to this computer, follow the onscreen prompts to set up a Bluetooth partnership with this computer. (See “Connecting to Devices With Bluetooth® Wireless Technology” on page 214 for more information on partnerships.)



10. Select *Sync*.
11. When synchronization is complete, press *Menu* (right softkey) and select *Disconnect Bluetooth*.

## Synchronizing Over an Infrared Connection

If your computer has an IR (infrared) port, you can synchronize with your computer wirelessly using the IR port on your smartphone.

1. Turn on the IR feature on your Treo Pro smartphone (see “Beaming Information” on page 218).
2. Set up your computer to receive infrared beams. See *Windows Help* on your computer for details.
3. On your smartphone, press **Start**  and select *Programs*.
4. Select *ActiveSync* .
5. Press *Menu* (right softkey) and select *Connect via IR*.
6. Point the IR port on your smartphone directly at your computer's IR port.

## Synchronizing With Multiple Computers

You can set up your Treo Pro smartphone to synchronize with up to two computers as well as with Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. When synchronizing with multiple computers, the items that you sync appear on all the computers.

For example, if you set up to sync your smartphone with two computers, named C1 and C2, when you sync Contacts and Calendar on your smartphone with both computers, you get the following results:




- The contacts and calendar appointments that were on C1 are now also on C2.
- The contacts and calendar appointments that were on C2 are now also on C1.
- The contacts and calendar appointments from both computers are on your smartphone.

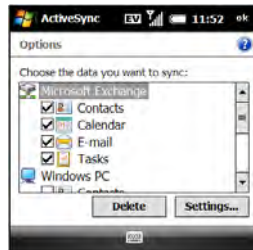
### Note

Microsoft® Office Outlook® E-mail can sync with only one computer.

## Changing Which Applications Synchronize

On your Treo Pro smartphone, you can choose which applications you want to sync.

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Options**.
4. Do any of the following:
  - Check the box next to any items you want to synchronize. If you cannot check a box, you may need to uncheck a box for the same information type elsewhere in the list.
  - Uncheck the boxes next to any items you want to stop synchronizing.
  - Select an item and then select **Settings** to customize the settings for that item. (Settings are not available for all items.)
5. Press **OK** .





### Tip

For information on synchronizing Microsoft Word documents, Microsoft® Excel® spreadsheets, Microsoft® PowerPoint® presentations, and Microsoft® OneNote notes, see “Synchronizing Microsoft® Office and Other Files” on page 280. For information on synchronizing pictures, videos, and music files, see “Synchronizing Your Media Files” on page 225.

## Stopping Synchronization

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If you ever need to manually stop synchronization, follow these steps:

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Stop** (left softkey).

### *Tip*

*To end the sync relationship between your Treo Pro smartphone and a computer, so that items are no longer synchronized with that computer, select the computer name on the **ActiveSync** screen, and then select **Delete**.*



## **Customizing Your Treo™ Pro Smartphone by Palm**

### *In This Section*

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- ◆ Today Screen Settings
  - ◆ System Sound Settings
  - ◆ Display and Appearance Settings
  - ◆ Application Settings
  - ◆ Locking Your Treo Pro Smartphone and Information
  - ◆ Entering Owner Information
  - ◆ System Settings
  - ◆ Connection Settings
  - ◆ Purchasing Accessories for Your Treo Pro Smartphone
-




# Today Screen Settings

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**Tip**

For phone settings, see “Customizing Phone Settings” on page 96.




## Selecting Your Today Screen Background

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Today** .
3. On the **Appearance** tab, check the **Use this picture as the background** box.
4. Select **Browse**.
5. Select the picture you want to use.
6. Press **OK** .





**Tip**

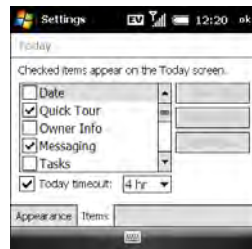
To adjust the transparency of your background picture, see “Using a Picture as the Today Screen Background” on page 241.

## Changing the System Color Scheme

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Today** .
3. On the **Appearance** tab, select a theme in the list.
4. Press **OK** .

## Selecting Which Items Appear on Your Today Screen

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Today** .
3. Select the **Items** tab.
4. Check the boxes next to the items that you want to appear on your **Today** screen, and uncheck any items you want to hide.
5. (Optional) Highlight an item and select **Move Up** or **Move Down** to change the order in which items appear on the Today screen.
6. (Optional) Highlight an item and select **Options** (if available) to configure the settings for the item, and then press **OK**  to return to **Today Settings**.
7. Press **OK** .



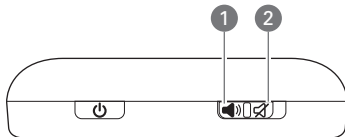
**Did you know?** Lots of third-party plug-ins are available for your **Today** screen. For clocks, calculators, MP3 players, weather guides, and much more, visit [palm.com/support](http://palm.com/support).

## System Sound Settings

In certain situations, such as meetings and theaters, you need to turn off all sounds on your Treo Pro smartphone. You can immediately silence all sounds on your device, including phone ringtones, **Calendar** notifications, and system sounds. This does not mute the speaker during phone calls.

## Setting the Ringer Switch

1. Slide the **Ringer** switch to **Sound Off** (🔕).
2. To hear all sounds again, slide the **Ringer** switch to **Sound On** (🔊).



- 1 Sound On
- 2 Sound Off

If the **Ringer** switch is set to **Sound Off** (🔕), the **Ringer** setting overrides the sound settings and all sounds are turned off, including any music you may be playing. When you slide the **Ringer** switch back to **Sound On** (🔊), it restores the previous sound settings. All sounds are as loud or as soft as they were before you turned them off.

### **Did you know?**

Your Treo Pro smartphone includes a silent alarm that can vibrate even when the **Ringer** switch is set to **Sound Off**.

## Selecting Sounds & Notifications

1. Press **Start** (🏠) and select **Settings**.
2. On the **Personal** tab, select **Sounds & Notifications** (🔊).

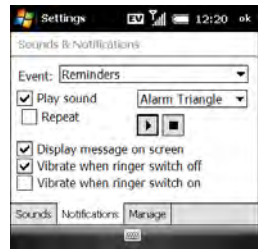


- On the **Sounds** tab, set any of the following options:
  - Events:** Turn sounds on and off for system warnings and error messages.
  - Programs:** Turn sounds on and off that are specific to the applications on your smartphone.
    - Notifications:** Turn alarms and reminders on and off in all the applications on your smartphone.
  - Screen taps:** Set whether tapping the screen generates a sound, and set the volume level when this sound is turned on.
  - Hardware buttons:** Set whether pressing buttons generates a sound, and set the volume level when this sound is turned on.





- Select the **Notifications** tab and set any of the following options:

- Event:** Select which action you want to change the settings for. (The remaining options vary based on the action you select.)
- Play sound:** Turn the sound on and off for the selected event. (To select a different sound, select the list to the right of this setting, and then select a different sound. To preview the sound, select **Play** [▶].)
- Repeat:** Set whether a Reminder tone plays more than once, if **Play Sound** is turned on.
- Display message on screen:** Set whether a notification message appears onscreen for the selected event.
- Vibrate:** Set whether your smartphone vibrates to notify you about the selected event.



- Select the **Manage** tab and do any of the following:






- To record a sound, press **Menu** (right softkey) and select **New Sound**.
- To preview a sound, select it and then press **Play** (left softkey).

- To delete a sound, highlight it and then press **Backspace** .
  - To send a sound, highlight it, press **Menu** (right softkey), and then select **Send Sound**.
6. Press **OK** .

## Display and Appearance Settings

---






### Adjusting the Brightness

1. Press **Option**  and then press **P** .
2. Press **Left**  and **Right**  to adjust the brightness.
3. Press **OK** .

#### Tip

You can turn the clock screen saver on and off. See “Viewing and Optimizing Power Settings” on page 364 for details.

### Changing the Text Size



1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Screen** .
3. Select the **Text Size** tab.
4. Press **Left**  and **Right**  to adjust the text size.
5. Press **OK** .

#### Tip



If text looks rough around the edges, open the **Screen Settings** screen and select the **ClearType** tab. Check the **Enable ClearType** box, and then press **OK**.

## Aligning the Screen to Correct Tapping Problems


Occasionally, your screen can move out of alignment, activating the wrong feature when you tap the screen. If this occurs, you need to align your screen.

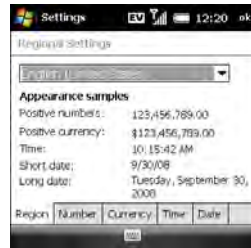
1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Screen** .
3. On the **Alignment** tab, select **Align Screen**.
4. Tap the screen where indicated.

## Setting Display Formats

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Regional Settings** .
3. On the **Region** tab, select a region from the list. (The region selection sets the default format settings.)
4. (Optional) Select any of the following tabs to customize the format settings:

- **Number:** Set the decimal symbol and number of decimal places, the digit-grouping symbol and group size, list separators, negative number sign symbol and format, leading zero display, and measurement system (metric versus U.S.).
- **Currency:** Set the currency symbol and position, the decimal symbol and position, the digit-grouping symbol and group size, and the negative number format.
- **Time:** Set the time style, separators, and AM and PM symbols.
- **Date:** Set the short date style, separators, and long date style.

5. Press **OK** .






**Did you know?** You can also change the system color scheme (see “Changing the System Color Scheme” on page 342).

## Application Settings

### Arranging the Start Menu




You can select which applications appear on the **Start** menu. You can still access the remaining applications by selecting **Programs** from the **Start** menu, and then selecting the application's icon.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Menus** .
3. Check the boxes next to the applications that you want to see in the **Start** menu.
4. Press **OK** .



### Reassigning Buttons

**Buttons Settings** lets you select which applications are associated with many of the buttons and key combinations on your Treo Pro smartphone.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Buttons** .
3. On the **Program Buttons** tab, highlight the button or key combination that you want to change in the **Select a button** list.
4. Select the **Assign a program** list, and then select the application you want to assign to the button or key combination you selected in step 3.
5. Press **OK** .






**Tip**

You can also adjust the settings for the Up and Down buttons on the 5-way. From **Buttons** settings, select the **Up/Down Control** tab.

## Setting Up Voice Commands


Voice commands enable you to use speech to execute some commands on the **Start** menu and the **Programs** screen.

1. Assign the **Hold Side** button to **Microsoft® Voice Command**. (See “Reassigning Buttons” on page 348 for details.)
2. Press **Start**  and select **Settings**.
3. On the **Personal** tab, select **Voice Command** .
4. Check the **Enable** box.
5. Select the items you want to enable. (If an item is highlighted and the **Options** box is active, select the **Options** box to choose the features you want enabled for the highlighted item.)
6. (Optional) Check the **Password Protected** box to password protect the **Voice Command** feature.
7. Select **Notifications** and select the options for how you want to receive voice command notifications.
8. Press **OK** .

## Using Voice Commands

**Important**

Do not use voice commands in your car until you read the End User Notice about this kind of usage; see “End User Notice” on page 3.

1. Set the **Ringer** switch at the top of your Treo Pro smartphone to **Sound On** .
2. Hold your device about nine inches away from your mouth, and then press and release the **Voice Command** button. (A tone plays and a **microphone** icon appears at the top of your screen.)

3. In a clear voice say the command. For example:
  - To access **Help**, say, “Help.”
  - To access your **Calendar**, say, “Start Calendar.”
  - To access your music, say, “Start Windows Media®.”
4. After **Voice Command** finishes speaking, a **microphone** icon appears at the top of your screen; say your answer. (For example, say, “General” to access general **Help** topics.)

**Tip**

You can interrupt during a question by pressing the **Voice Command** button. As soon as the **microphone** icon is visible you may say your answer.

## Using Voice Command to Make Calls

You can call contacts and dial numbers with voice commands.

### Say:

- “**Call <Contact>**” to call a contact whose phone number is stored on your device.
- “**Call <Contact> at/on <Location>**” to call a contact at a specific phone number.
- “**Dial <Number>**” to dial a phone number.
- “**Callback**” to return the last call received.
- “**Redial**” to repeat the last call made.

### Examples:

- “Call Karen Archer.”
- “Call Karen Archer on mobile.”
- “Call City, Light, and Power.”
- “Dial 555-0100.”
- “Dial 1-800-555-0100.”
- “Dial +46 555 1212 555.”
- “Dial 411.”

The information that follows describes how to define *<Contact>*, *<Location>*, and *<Number>*.

You can use the following name formats for *<Contact>*:

- Nickname.
- First Last.
- First Last Suffix.
- First Middle Last.
- First Middle Last Suffix.
- Company (if it is shown in contacts list view).

*<Location>* can represent one of these phone numbers:

- Home.
- Home2.
- Work.
- Work2.
- Mobile.
- Cell.
- Cellular.
- Car.
- Radio.
- Pager.
- Assistant.

*<Number>* can represent one of the following digit sequences:

- nnn-nnnn.
- nnn-xxx-nnnn.
- 1-xxx-xxx-nnnn.
- n-1-1.

When you make a verbal request to make a call, **Voice Command** asks for a confirmation. When confirming, say:

- “Yes” or “Correct” to call.
- “No” or “Incorrect” to try again.

#### *Tip*



*Don't take long pauses during digit dialing. Voice Command will attempt to recognize the incomplete number.*

*Speed up dialing by including a location: “Call Karen Archer at home.”*

#### *Did you know?*

*There's a lot more information on Voice Command in Help on your smartphone. Press Start > Help. Tap Contents and scroll down to Help for Added Applications. Select Voice Command from the list.*

## Setting Onscreen Input Options

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Input** .
3. From the **Input Method** list, select which onscreen input method you want to set options for.
4. Set any of the following **Keyboard** options:
  - **Large/Small keys:** Select whether to use large or small onscreen keys.
  - If you selected **Large keys**, check the box to choose whether or not to use the indicated gestures for the **Space**, **Backspace**, **Shift**, and **Enter** keys.
5. If you selected **Letter Recognizer**, select **Options** and select the options you want.
  - **Quick Stroke:** Allows you to make a letter such as a *t* without lifting your stylus from the screen to cross it.
  - **Right to left crossbar:** Cross a letter by lifting your stylus and crossing from right to left.




- **Allow accented characters:** Allows you to write a letter and then write above it to add an accent.
6. If you selected **Transcriber**, select **Options** and set any of the following. (For **Transcriber** options to display, **Transcriber** must be selected as the input method. See “Selecting Onscreen Input Methods” on page 67.)
- **Writing Direction:** Sets the orientation at which you normally make letters.
  - **Intro screen:** Displays the **Transcriber Intro** screen every time you select **Transcriber**.
  - **Sound:** Enables sound with **Transcriber**. (**Transcriber** plays a beep as it inserts its interpretation of what you’ve written.)
  - **Inking tab:** Set the recognition delay, automatic space after, and pen width and color. (Tap **Match Letter Shapes to your writing** to match your writing style to **Transcriber** letter shapes. This improves the accuracy of your **Transcriber** writing.)
  - **Advanced tab:** Use the **Shorthand** screens to create shorthand writing expressions and define what they mean. Use the **Dictionaries** settings to enable or disable the dictionary.
7. Select the **Word Completion** tab and set any of the following options:

- **Suggest words when entering text:** Set whether word suggestions appear as you enter text. (You can also specify how many letters you want to enter before a suggestion appears, how many suggestions you want to see, and whether a space appears after you insert a suggested word.)
- **Clear Stored Entries:** Delete the database of word suggestions.
- **Enable Auto Correct:** Set whether the text you type adds to existing text or replaces it. (This is similar to the Insert function on a computer keyboard.)



**Tip**

To enter a suggested word, press **Down** to highlight the suggestion, and then press **Center** to accept it.

8. Select the **Options** tab and set any of the following options:
  - **Voice recording format:** Set the format in which you save voice notes.
  - **Default zoom level for writing:** Set the initial size of text entered using onscreen writing methods.
  - **Default zoom level for typing:** Set the initial size of text entered using the keyboard.
  - **Capitalize first letter of sentence:** Set whether the first letter of a sentence automatically appears in uppercase, without pressing the **Shift** key.
  - **Scroll upon reaching the last line:** Set whether the display automatically scrolls when you select the last line of visible information.
9. Press **OK** .



## Locking Your Treo Pro Smartphone and Information

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Your Treo Pro smartphone includes several features that help you protect your device from inadvertent use and keep your information private. The built-in security software lets you use your smartphone for emergency calls, such as dialing 911, even if the phone feature is locked.

- **Keyguard:** Manually disable all buttons and the screen's touch-sensitive feature to prevent accidental presses.







- **Auto-Keyguard and touchscreen lockout:** Automatically enable Keyguard after a period of inactivity and set whether the screen's touch-sensitive feature is enabled during calls.
- **System password lock:** Require a password before any information is accessible on your Treo Pro smartphone.

**Tip**

To avoid accidentally pressing onscreen buttons while you're holding your Treo Pro smartphone up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls. When the screen's touch-sensitive feature is disabled, you must use the 5-way navigator to access items on the screen.




## Using Keyguard

By default, your keyboard locks when you are on a call so that you don't accidentally press buttons or activate screen items. It also locks when your smartphone turns off after a period of inactivity. You can manually enable **Keyguard** when you are not on a call.

- Press **Center**  to dismiss **Keyguard**.
- From the **Today** screen when you are not on a call, press **End**  to manually enable **Keyguard**. (**Keyguard** turns on, and after a short delay, the screen turns off.)
- From any other screen when you are not on a call, press and hold **End**  or press **Option**  + **End**  to manually enable **Keyguard**. (**Keyguard** turns on, and after a short delay, the screen turns off. The screen wakes up to the application you were using.)
- Press **Power** . (The screen turns off immediately, with **Keyguard** turned on. The screen wakes up to the **Today** screen or to the application you were using.)

## Using Auto-Keyguard and Touchscreen Lockout

**Auto-Keyguard** lets you automatically lock the keyboard after a period of inactivity.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Keyguard** .
3. Set either of the following options:
  - **Auto-Keyguard**: Set the period of inactivity that passes before the keyboard automatically locks or before the auto-keyguard feature is disabled.
  - **Disable touchscreen**: Set whether the screen's touch-sensitive feature is enabled during a call.
4. Press **OK** .





**Did you know?** *If you're using a headset or hands-free device, you can manually turn on Keyguard during a call to prevent accidental key presses. Press and hold End to manually turn on Keyguard.*

## Using System Password Lock

To protect your personal information, you can lock the system so that you need to enter your password to access any of your information or to use other features of your Treo Pro smartphone.

## Important

If you lock your system, you must enter the exact password to unlock it. If you enter an incorrect password, you are given another chance. Each time an incorrect password is entered, you are given progressively longer time periods between your chances to enter the password. If you forget the password, you need to perform a hard reset to resume using your Treo Pro smartphone. Performing a hard reset deletes all the entries on your smartphone. However, you can restore all previously synchronized information the next time you sync (see "Connecting to Your Computer" on page 39). In addition, your device might not reestablish a data session after a hard reset. To manually establish a new data session, open the browser to access a Web site.


1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Lock** .
3. On the **Password** check, the **Prompt if device unused for** box to turn on the password feature.
4. Select the first list, and then select how long a period of inactivity must pass before you are prompted to enter a password to unlock the system.
5. Select the **Password type** list, and then select a format for your password:
  - **Strong alphanumeric**: A strong alphanumeric password must contain at least 7 characters and must contain a combination of letters, numerals, and punctuation. You must press **Option** or **Alt** before entering numerals or punctuation.
  - **Simple PIN**: A simple PIN must contain at least 4 characters and includes numerals only. You do not need to press **Option** before entering the PIN numerals.



6. Select **Password**, and enter your password.

**Note**

You can't see your password as you enter it, so be careful. Be sure **Caps Lock** and **Option Lock** are not on unless you need them. For information on how to enter characters, see "Entering Lowercase and Uppercase Letters" on page 62 and "Entering Numbers, Punctuation, and Symbols" on page 63.

7. Select **Confirm**, and enter the password again.
8. (Optional) Select the **Hint** tab and enter a hint to help you recall your password.
9. Press **OK** .




**Tip**

If you lock your Treo Pro smartphone and use a **Simple PIN** as the password format, you can dial an emergency number by entering the number in the password field and pressing **Phone/Talk**. You do not need to press **Option** before entering the number. However, if you select **Strong alphanumeric** as the password type, you must first press **Option** twice before entering an emergency number in the password field.

## Entering Owner Information

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You can enter personal information that you want to associate with your Treo Pro smartphone, such as your name, company name, and phone number. You can also set whether you want this information to appear when you turn on your smartphone. If you lose your device, this feature can help the person who finds it return it to you.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Owner Information** .
3. On the **Identification** tab, enter any of the contact information you want to include.
4. Select the **Notes** tab and then enter any additional text you want to include.
5. Select the **Options** tab and check the boxes to indicate which information (if any) you want to appear on the screen when you turn on your smartphone.
6. Press **OK** .





**Tip**


You can also display your **Owner Information** on your **Today** screen. See “Selecting Which Items Appear on Your Today Screen” on page 343 for details.

## System Settings

### Setting the Date and Time

**Clock & Alarms Settings** lets you set the time zone, time, and date for your home location and a location that you visit.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Clock & Alarms** .
3. On the **Time** tab, select **Home**.

4. Select the first list, and then select the time zone for your home location.
5. Select the hour, and then press **Up** ▲ or **Down** ▼ to increase or decrease the hour setting. (Repeat this process for the minutes, seconds, and AM/PM settings.)
6. (Optional) Select **Visiting** and set the information for a location that you visit often.
7. Press **OK** .
8. If prompted, select **Yes** to accept your changes.






### Tip

To display the time in all your applications, select the **More** tab and check the **Display the clock on the title bar in all programs** box. To set the display format for the date and time, see “Setting Display Formats” on page 347.

## Synchronizing the Date, Time, and Time Zone With the Network

By default, your Treo Pro smartphone synchronizes the date, time, and time zone with your wireless service provider’s network whenever your phone is on and you are inside a coverage area.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Clock & Alarms** .
3. Select the **More** tab.
4. To enter the date and time manually, uncheck the **Enable local network time** box.
5. If you want to use the **Home** or **Visiting** settings (see “Setting the Date and Time” on page 359) regardless of the network time, uncheck the **Use network time zone** box.
6. Press **OK** .
7. If prompted, select **Yes** to accept the changes.







**Note**

If you turn off the **Use network time zone setting** and later turn it on again, you need to turn your phone off and then on for this setting to take effect.


## Setting System Alarms

System alarms let you set alarms that are not associated with a task or appointment. For example, you can use your Treo Pro smartphone as an alarm clock when you travel, or set alarms to remind you when it's time to take medication or pick up the kids.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Clock & Alarms** .
3. Select the **Alarms** tab.
4. Check a box to turn on that alarm.
5. Select the description next to the box you checked, and enter a description for the alarm.
6. Select the days of the week you want the alarm to go off. (You can select multiple days for each alarm.)
7. Select the time you want the alarm to go off, and then press **OK** .
8. Select the **Alarm Sound** , icon, and then check the boxes to indicate how you want the alarm to go off. (You can choose a flashing light, a single sound, a repeating sound, or a vibration.)




**Tip**

To change the alarm sound, select the **Alarm Sound** icon, select the **Play Sound** list, and then select the alarm sound you want to use.

9. Press **OK**  twice.
10. If prompted, select **Yes** to accept your changes.

## Managing Identity Certificates

Your Treo Pro smartphone may include preinstalled certificates. Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Certificates** .
3. Select any of the following:
  - **Personal:** Display certificates that establish your identity when you log in to a secured network, such as a corporate network.
  - **Intermediate:** Display certificates issued from a root certificate whose purpose is to then issue personal certificates.
  - **Root:** Display certificates that identify the computers, such as servers, that you connect to. (These certificates help prevent unauthorized users from accessing your smartphone and your information.)
4. Press **OK** .

### Tip

To delete a certificate, tap and hold the certificate in the list, and then select **Delete** from the shortcut menu.

## Enabling Error Reporting




**Error Reporting** sends information that helps diagnose application errors for devices running Windows Mobile® software. When an error is detected, a text file is created. You can review the file and choose whether you want it delivered to Microsoft Support. The information is used by programming groups at Microsoft for quality control and is not used for tracking individual users or installations for any marketing purpose. The information that is collected is technical information about the state of your system when the error occurred. No documents (or any information contained in them) are intentionally sent with the report. To ensure further security,

the report is transmitted by means of a secure connection and is kept confidential and anonymous in a limited-access database.




**Tip**

*This error-reporting method meets the privacy regulations of the European Union (EU) as well as the Fair Information Practice Principles of the Federal Trade Commission. To view the Fair Information Practice Principles, visit the Federal Trade Commission Web site at [ftc.gov](http://ftc.gov).*

If your Treo Pro smartphone is connected to your computer when you send the error report, you are not billed for sending error reports—provided your computer is connected to the Internet. If you use the Sprint network to send an error report, data transfer charges apply.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Error Reporting** .
3. Select whether you want to enable or disable error reporting.
4. Press **OK** .

## Viewing Memory Usage

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Memory** .
3. Select either of the following tabs:
  - **Main:** View the total amount of memory available for your information (Storage) and applications (Program), as well as the amount in use and still available.
  - **Storage Card:** View the amount of memory available on an expansion card that is inserted into the expansion slot on your smartphone.
4. Press **OK** .






### Tip

If you are running short of storage space (memory) on your smartphone or storage card, delete or remove large files that you no longer need. To find large files, tap **Find** at the bottom of the screen.

For more information about how to save space on your smartphone, see "Making Room on Your Treo Pro Smartphone" on page 403).

## Viewing and Optimizing Power Settings

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Power** .
3. On the **Battery** tab, check the **Battery Power Remaining** indicator to see how much power remains in your battery.
4. Select the **Advanced** tab and set whether your smartphone turns off automatically after a specified period of inactivity. (You can assign various intervals for battery power and external power.)
5. Select the **Screen Saver** tab and set whether the clock screen saver appears when the phone is turned on and the screen is turned off.
6. Press **OK** .



### Tip

To conserve additional battery power, adjust the display backlight setting. Press **Start** and select **Settings**. Select the **System** tab, and then select **Backlight**. On the **Battery Power** tab, set whether the display backlight turns off automatically after a period of inactivity.

# Connection Settings

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## Managing ISP Settings




Your Treo Pro smartphone is already set up to connect to the Internet using a high-speed data connection on the Sprint network. To connect to the Internet, simply start Internet Explorer® Mobile.

For special situations, such as connecting to your ISP (Internet service provider) or a remote access server (RAS), you can set up another connection. Before you begin, obtain the following information from your ISP or system administrator:

### **Before You Begin**

Obtain the following information from your ISP or system administrator:

- *ISP server phone number or access point.*
- *User name.*
- *Password.*

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Connections** .
3. On the **Tasks** tab, select **Manage existing connections**.
4. Select the **Modem** tab.
5. Highlight the connection you want to view or change, and then select **Edit**, or to create a new connection, select **New**.
6. Follow the onscreen instructions for editing or creating the connection.
7. Press **OK**  when finished.

## Connecting to a VPN

If you want to use your Treo Pro smartphone to access your corporate email account or other files on your corporate server, you may need to set up a VPN (virtual private network). A VPN enables you to log in to your corporate server through the company's firewall (security layer).

You need to set up a VPN to access a corporate server in either of the following situations:

- Your company's wireless local area network (LAN) is outside the firewall.
- Your company's wireless LAN is inside the firewall, but you are accessing the network from outside the firewall (for example, from a public location or at home).



### **Before You Begin**

*Check with your company's system administrator to see if a VPN is required for accessing the corporate network. If you need a VPN, you must purchase and install a third-party VPN client in order to use this feature. Before you begin setting up a VPN, ask your system administrator for the following information:*

- *Your user name and password.*
- *Your server's domain name.*
- *Your server's TCP/IP settings.*
- *Your server's host name or IP address.*

### **Did you know?**

*A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network. See "The Desktop Sync Software Does Not Respond to a Sync Attempt" on page 389.*



1. Install your third-party VPN client (see "Installing Applications" on page 318).
2. Press **Start**  and select **Settings**.
3. Select the **Connections** tab, and then select **Connections** .

4. On the **Tasks** tab, select **Add a new VPN server connection**.
5. Follow the onscreen instructions for entering the settings provided by your corporate system administrator.

**Tip**

To manually start a data connection on the Sprint network or another network, go to **Connections Settings**. On the **Tasks** tab, select **Manage existing connections**. Tap and hold the connection you want to start, and then select **Connect** from the shortcut menu.

## Setting Up a Proxy Server

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Connections** .
3. On the **Tasks** tab, select **Set up my proxy server**.
4. Check both of the boxes near the top of the screen.
5. Select **Proxy server** and enter the proxy server name.

**Tip**

To change settings such as the port number, proxy server type, or credentials, select **Advanced**.




6. Press **OK** .

**Note**

Setting a proxy server may prevent you from accessing some Web pages.

## Ending a Data Connection

If your service plan includes minutes-of-use fees for data connections, you can reduce costs by ending the data connection after you finish browsing the Web.

1. Tap the **signal strength**  or  icon on the title bar and select **Comm Manager**.
2. Highlight **Data Connection** and press **Center** .
3. Press **Exit** (left softkey).

### Note



You can turn other wireless services on and off and manage them with **Comm Manager** (see “Using Comm Manager to Turn Wireless Services On and Off” on page 221).

## Enrolling a Domain

If your company uses Microsoft System Center Mobile Device Manager, you may need to use the **Domain Enroll** settings to register your Treo Pro smartphone within your company's network.

### Important

After you enroll your device in your company's network, your system administrator can turn various features on your Treo Pro smartphone on and off. If a feature, such as the camera or messaging, worked previously and this feature no longer works after enrollment, contact your system administrator to find out if this feature is disabled on your smartphone.

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Domain Enroll** .
3. Press **Enroll** (right softkey).
4. Follow the onscreen instructions to complete the enrollment process.



## Purchasing Accessories for Your Treo Pro Smartphone

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These accessories and others are available from [palm.com](http://palm.com).

- **Vehicle Power Charger:** A charger that enables you to charge your smartphone in your vehicle using a 12V power outlet.
- **Replacement Battery:** A backup battery that you can use if your primary battery becomes drained, is charging, or has reached the end of its useful life.
- **USB Cable:** A replacement or spare cable (your smartphone comes with one USB cable).
- **Cradle:** A cradle to dock your smartphone, charge it, and transfer data to your computer.
- **Extra AC Charger:** A 100-to-240-volt AC charger for your smartphone.
- **Palm Travel Charger Multiconnector:** International travel charger featuring automatic voltage and frequency adjustment, 5-foot (1.5m) cable, and plug adapters for the U.K., Europe, Australia, Argentina, and the U.S.
- **Leather Side Case With Belt Clip:** A case that you can clip to your belt or bag that provides quick access to and protection for your smartphone.
- **Stylus:** A replacement or spare stylus for your smartphone.



## ***Your Resources***





# Help

## *In This Section*

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- ◆ Transferring Information From Another Device
- ◆ Trouble Installing the Desktop Software on a Windows XP Computer?
- ◆ Resetting Your Treo™ Pro Smartphone by Palm
- ◆ Performance
- ◆ Screen
- ◆ Network Connection
- ◆ Synchronization
- ◆ Email
- ◆ Web
- ◆ Camera
- ◆ Third-Party Applications
- ◆ Making Room on Your Treo Pro Smartphone
- ◆ Voice Quality

Although we can't anticipate all the situations that might arise, this chapter provides helpful information and answers to some of the most commonly asked questions. For additional information and technical support, visit [palm.com/support](http://palm.com/support).

## Transferring Information From Another Device

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For information on transferring your information from a previous Windows Mobile® device or from a Palm OS™ by ACCESS device to your new Treo™ Pro smartphone by Palm, visit [palm.com/support](http://palm.com/support).

If you have questions about Windows Mobile, you can also go to [windowsmobile.com](http://windowsmobile.com) and search for information on Palm devices.

### **Important**

*To prevent your Treo Pro smartphone from malfunctioning, do not use a backup utility to transfer your information from another device to your new smartphone. In addition, do not use a backup utility to back up and restore your information if you update the operating system on your smartphone.*

## Trouble Installing the Desktop Software on a Windows XP Computer?

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The desktop synchronization software lets you synchronize with Microsoft® Outlook® 2003 or later. You must have Outlook 2003 or later (sold separately) installed on your computer, and you should install and open Outlook before you install or use Microsoft® ActiveSync®.

### **Tip**

*If you don't have Outlook 2003 or later installed on your computer, you can download a trial version of Microsoft Outlook 2007. Put your smartphone in **Setup Mode** and connect it to your computer. There's a link on the setup screen (see "Switching Between Sync Mode and Setup Mode" on page 46).*

If you want to synchronize with a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to find out whether software is available for your Treo Pro smartphone.



1. Shut down your computer, and then turn it on again.
2. On your computer, click **Start > Control Panel > Add or Remove Programs**.
3. Remove ActiveSync if it is on your computer.
4. Quit any active applications, including virus scanners and Internet security applications.
5. Make sure you're installing the version of the software that came with your Treo Pro smartphone. (Other versions may not work with this smartphone.)
6. Make sure your computer profile includes administrator rights to install software. (In large organizations, these are usually granted by the system administrator.)
7. To reinstall the software, switch your Treo to **Setup Mode**, connect to your computer, and follow the onscreen instructions (see "Switching Between Sync Mode and Setup Mode" on page 46).

## Resetting Your Treo™ Pro Smartphone by Palm

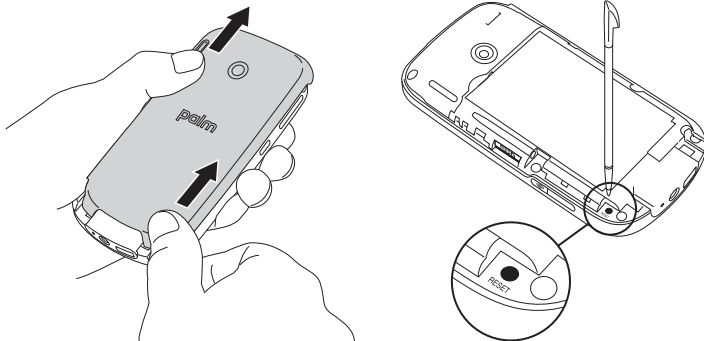
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### Performing a Soft Reset

A soft reset is similar to restarting a computer. If your Treo Pro smartphone is not responding or you have trouble synchronizing with your computer, a soft reset may help.

1. If your Treo Pro smartphone responds to key presses, press and hold **Power**  to turn off your phone.
2. If the screen display is on, press **Power**  to turn off the screen.
3. Remove the back panel from your device (see "Removing the Back Panel" on page 25).
4. Slide the stylus out from its slot.

5. Use the stylus tip to gently press the **RESET** button.



6. Wait for the progress bar on the Palm<sup>®</sup> logo screen to fill before continuing to use your device.
7. Replace the stylus and slide the back panel into place.

**Tip**

*You can also do a soft reset by removing the battery and reinserting it.*

**Did you know?**

*If the phone or the Bluetooth<sup>®</sup> wireless technology feature was on before a reset, these automatically turn on after the reset.*




## Performing a Hard Reset



A hard reset erases all personal information, such as appointments, contacts, and tasks, as well as programs you have added, such as third-party software, on your Treo Pro smartphone. Never do a hard reset without first trying a soft reset. You can restore previously synchronized information the next time you sync.

Review the following important information before performing a hard reset:

- After a hard reset, synchronize to restore your Outlook data, such as Outlook email, Calendar, Contacts, Notes, and Tasks. You can also use the included Sprite Backup utility to restore previously backed up configurations and preferences such as speed-dials, SMS entries, call log information, and personal settings.
- Some third-party applications do not create a backup on your computer when you synchronize. If you do a hard reset, you may lose information in these applications and you need to reinstall the application on your smartphone after the hard reset. Please contact the developer to find out if your information is backed up during synchronization.
- When you synchronize after a hard reset, the Files sync folder reverts to the default folder name.
- Your smartphone might not reestablish a data session after a hard reset. To manually establish a new data session, open the Web browser to access a Web site.

A hard reset can tell you whether a problem stems from your smartphone or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See “Third-Party Applications” on page 402 for suggestions on diagnosing third-party software issues.

1. If possible, synchronize your device with your computer so that your device applications and info can be restored by synchronizing again after you perform the hard reset.
2. Remove the back panel from your device.
3. Slide the stylus from its slot.
4. While pressing and holding **End** , use the stylus to press and release the **RESET** button.

5. Continue to press and hold **End**  until the **Erase all data?** prompt appears.
6. Press **Up**  to confirm the hard reset.
7. Wait for the progress bar on the **Palm logo** screen to fill again and for the **Windows Mobile** screen to appear.
8. Follow the onscreen instructions to align the screen before continuing to use your smartphone.
9. Replace the stylus and slide the back panel back into place.
10. (Optional) Synchronize your smartphone with your computer to restore your previously synchronized information. (If you use Sprite Backup or another compatible backup utility, you may also need to restore a backup to recover additional information and settings.)

## ***Replacing the Battery***


Your Treo Pro smartphone comes with a replaceable battery. Be sure to use a replacement battery from Palm that is compatible with the Treo Pro smartphone. See “Protecting Your Battery” on page 418 for information on handling the battery safely.

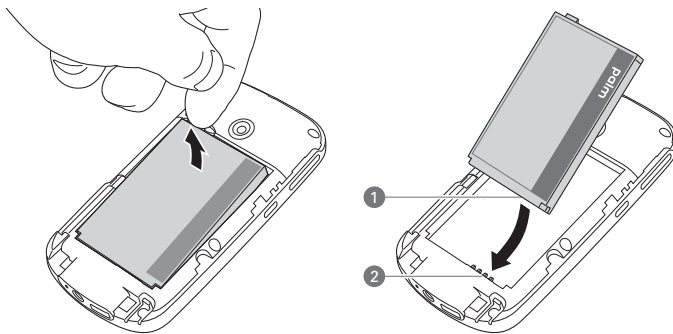
### ***WARNING***

*Use only batteries and chargers that are approved by Sprint or Palm with your Treo Pro smartphone. Failure to use an approved battery or charger may prevent your smartphone from turning on or charging, may void your smartphone warranty, and may increase the risk of your smartphone overheating, catching fire, or exploding, which may also result in serious bodily injury, death, or property damage.*

### ***Did you know?***

*Your Treo Pro smartphone stores all your information even when you remove the battery.*

1. Press **Power**  to turn off the screen.
2. Remove the back panel from your device (see “Removing the Back Panel” on page 25).
3. Place a fingernail behind the small tab at the upper-left corner of the battery and pull the end of the battery up and out of the compartment, and then remove the battery.



- 1 Battery Contacts
- 2 Device Contacts

4. Align the metal contacts on the new battery with the contacts of the battery compartment, and then press the battery into place.
5. Slide the back panel into place.

**Tip**




For long trips or heavy use, buy a spare battery that is approved by Sprint and is compatible with your Treo Pro smartphone. Visit [palm.com](http://palm.com).

Be sure to dispose of your old battery in an environmentally responsible and legal way. In some areas, disposal in household or business trash is prohibited. Visit [palm.com/environment](http://palm.com/environment) for more information.




## The Applications Are Running Slower Than Usual

### Tip




Be sure that third-party applications are compatible with Windows Mobile Professional version 6.1 or later. Applications written for earlier versions can have performance problems. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.

1. Press **End**  to go to the **Today** screen.
2. Tap the **Running Programs**  icon in the upper-right corner of the screen to open the **Quick Menu**.
3. Note how many applications you have running and what the memory usage is. (Having many applications open makes applications run slowly.)
4. In your open applications, save any unsaved information you want to keep. (Tap the application name in the **Quick Menu** to go to it.)
5. Close applications you are not using. (Tap the **X** in the upper-right corner of the application, or tap the  by the application name in the **Quick Menu**.)

If the previous steps don't fix the problem, try a soft reset (see "Performing a Soft Reset" on page 375). If the problem persists, follow these steps to turn off the **Microsoft® Voice Command** setting, if it is enabled:

1. Press **Start**  and select **Settings**.
2. Select the **Personal** tab, and then select **Voice Command** .
3. Uncheck the **Enabled** box.
4. Press **OK** .

## *I Can't Beam or Receive Information Via Infrared or Bluetooth® Wireless Technology*

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Beam** .
3. Check the **Receive all incoming beams** box.
4. Press **OK** .
5. If beaming still does not work and your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether infrared or Bluetooth® wireless technology features are disabled on your Treo Pro smartphone.

## *I Can't Save or Access Files on an Expansion Card*

- Make sure the card is not locked or copy-protected.
- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether removable storage features are disabled on your smartphone.



## *I Can't Charge the Battery*

- If you're using a new battery or a new charger, make sure the battery and charger are approved by Sprint or Palm for use with your smartphone. Failure to use an approved battery or charger may prevent your device from turning on or charging.
- If the battery is completely drained, the red charging indicator in the front of your smartphone may not light for up to 30 minutes.
- If you're using an existing, approved battery, the battery may have reached the end of its useful life and needs to be replaced. See "Replacing the Battery" on page 378 for details.



**Tip**


Make sure that third-party applications support 320 x 320 screen resolution. Some older applications have screen-size limits.

## *The Screen Appears Blank*

1. If this is the first time you are turning on your device, you need to take out and reinsert the battery to turn on the screen (see “Replacing the Battery” on page 378). Alternately, connect your device to a wall outlet using the USB AC charger (see “Charging the Battery” on page 26).
2. If you’re on a call, when the time period specified in **Backlight Settings** expires, the screen dims. (Press any key except **End**  to turn on the screen. Pressing **End**  hangs up the call.)
3. Look closely at the screen, and if you can see a dim image, try adjusting the screen brightness (see “Adjusting the Brightness” on page 346).
4. If that doesn’t work, perform a soft reset (see “Performing a Soft Reset” on page 375).
5. If that doesn’t work, connect your smartphone to the USB charger (see “Charging the Battery” on page 26) and perform a soft reset again.
6. If you’re using a third-party application, make sure that the application supports 320 x 320 screen resolution.
7. If that doesn’t work, perform a hard reset (see “Performing a Hard Reset” on page 377).

## *The Screen Doesn’t Respond Accurately to Taps or Activates Wrong Features*

1. Make sure there is no debris trapped under the edges of the screen.
2. Press **Start**  and select **Settings**.
3. Select the **System** tab, and then select **Screen** .

4. On the *Alignment* tab, select *Align Screen*.
5. Follow the onscreen instructions to align the screen.
6. Press **OK** .

**Tip**

To find carrying cases that protect the screen, and other useful accessories, visit [palm.com/support](http://palm.com/support)

## Network Connection

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### Signal Strength Is Weak

- If you're standing, move about 10 feet (3 meters) in any direction.
- If you're in a building, move near a window. Open any metal blinds.
- If you're in a building, move outdoors or to a more open area.
- If you're outdoors, move away from large buildings, trees, or electrical wires.
- If you're in a vehicle, move your smartphone so that it's level with a window.
- Try using a hands-free Bluetooth headset to see if that improves the signal strength.

**Tip**

Become familiar with low coverage areas where you live, commute, work, and play, so you know when to expect signal-strength issues.

### My Smartphone Won't Connect to the Wireless Network

1. Try the preceding suggestions for weak signals.
2. Turn off your phone and turn it on again (see “Turning Your Phone On and Off” on page 34).
3. Perform a soft reset (see “Performing a Soft Reset” on page 375).

## My Smartphone Seems to Turn Off by Itself

If a system error and reset occur, the phone automatically turns on if it was on before the reset. However, if your smartphone can't determine if your phone was on before the reset, it does not automatically turn on the phone (see "Turning Your Phone On and Off" on page 34).

## I Can't Tell If Data Services Are Available

### Key term

**1xRTT** (single-carrier [1x] radio transmission technology): A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.

### Key term

**EVDO** (Evolution Data Optimized): A wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you cannot open a data connection:

**EV** or **1X**

The Sprint Mobile Broadband (EVDO) or Sprint 1xRTT network is within range. You can make or receive calls or open a data connection.







Your smartphone is connected to a Wi-Fi network. You can open a data connection.



## My Smartphone Won't Connect to the Internet

Your Treo Pro smartphone supports Sprint Mobile Broadband (EVDO), Sprint 1xRTT, and Wi-Fi wireless data networks. To connect to the Internet, you must either subscribe to data services with Sprint or be within range of a Wi-Fi network.

- Contact Sprint to verify that your subscription plan includes data services and that these services have been correctly activated. Sprint should also be able to tell you if there are any outages in your location.
- If your company uses Microsoft System Center Mobile Device Manager and you're attempting to make a Wi-Fi connection, contact your system administrator to find out whether Wi-Fi features are disabled on your smartphone.
- Press and hold **Power**  to turn off your phone. Then press and hold the same button to turn it back on again.
- Perform a soft reset (see "Performing a Soft Reset" on page 375).
- Confirm that data services are correctly configured on your smartphone:
  1. Press **Start**  and select **Settings**.
  2. Select the **Connections** tab, and then select **Connections** .
  3. On the **Tasks** tab, select **Manage existing connections**.
  4. If **Power Vision** appears in the list, press **OK** . If not, contact Sprint for assistance.


## I Can't Send or Receive Text Messages

- Make sure that your phone is on (see "Turning Your Phone On and Off" on page 34).
- Contact Sprint to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location (Sprint should be able to tell you if messaging services have been experiencing transmission delays).
- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you're sending.
- If a text message arrives but does not display a notification, perform a soft reset (see "Performing a Soft Reset" on page 375).


- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether messaging features are disabled on your smartphone.


## *I Can't Make or Receive Calls Using a Bluetooth Hands-Free Device*

Verify all of the following:



- The **Turn on Bluetooth** box is checked in **Bluetooth Settings**.
- Your Bluetooth device is charged and turned on.
- Your smartphone is within range of the hands-free device. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.
- The **Bluetooth Settings** screen is closed.
- The Wi-Fi feature is off. If Wi-Fi is on, press and hold **Wi-Fi**  to turn this feature off, and then try to use your Bluetooth device again.
- You are away from other devices using the 2.4GHz radio frequency, such as cordless phones and microwaves. If this is impossible, move the phone closer to the hands-free device.
- The device specifications are compatible with your Treo Pro smartphone.
- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether Bluetooth features are disabled on your smartphone.

## *I Lost the Connection Between My Smartphone and My Bluetooth Headset*

1. Press **Start**  and then select **Settings**.
2. Select the **Connections** tab, and then select **Bluetooth**.
3. On the **Devices** tab, select **Add New Device**.
4. Select your headset name from the list.
5. In **Partnership Settings**, make sure the **Hands Free** box is checked.
6. Select **Save**.

7. Highlight the headset name.
8. Press and hold **Center**  to open the shortcut menu, and then select **Set as Hands-Free**.
9. Test your headset by making or receiving a call.

If the headset still doesn't work, delete the existing partnership and create a new one. To delete the partnership, do the following:

1. Press **Start**  and then select **Settings**.
2. Select the **Connections** tab, and then select **Bluetooth**.
3. On the **Devices** tab, highlight the headset device name.
4. Press and hold **Center**  to open the shortcut menu, and then select **Delete**.
5. Create a new partnership (see "Setting Up a Bluetooth Connection" on page 214).

## Synchronization

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Synchronization enables you to back up the information on your Treo Pro smartphone onto your computer or your server. If you ever need to perform a hard reset or otherwise erase all your information on your smartphone, you can synchronize your smartphone with your computer to restore the information. To make sure you always have an up-to-date backup of your information, synchronize frequently.

You can synchronize email and other information directly with Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2, using Microsoft Exchange ActiveSync, or you can synchronize your smartphone with your computer, using the desktop sync software (see "Setting Up Your Computer for Synchronization" on page 44).

### *Did you know?*

*You can go to the Windows Web site for more information at [windowsmobile.com](http://windowsmobile.com).*



*A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.*

## Desktop Sync Software

This section covers issues with synchronizing using the desktop sync software that came with your Treo Pro smartphone. If you have a Windows XP computer, the desktop sync software is called ActiveSync<sup>®</sup> desktop software. If you have a Windows Vista<sup>®</sup> computer, the desktop sync software is called Windows Mobile Device Center.



### *My Smartphone Does Not Sync When I Connect to My Computer With the USB Cable. Instead, I See a Treo Setup Screen*

Your connection is not in **Sync Mode**.

1. On your device, press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **PC Setup** .
3. Select **Synchronize**.
4. Connect your smartphone to your computer with the USB cable. (Synchronization should start automatically.)
5. If you still cannot synchronize, go to [palm.com/support](http://palm.com/support) for synchronization support.






### *I Am in Sync Mode, But Synchronization Isn't Working*





Even if you are in sync mode, synchronization cannot take place unless you have the desktop sync software installed on your computer. If you did not install the software during initial setup but want to synchronize, switch to setup mode so that you can install the software.

1. On your device, press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **PC Setup** .
3. Select **Set up my PC**.
4. Connect your smartphone to your computer with the USB cable. (Setup should start automatically.)
5. Follow the onscreen prompts to complete setup, and then select the option to synchronize.
6. If you still cannot synchronize, go to [palm.com/support](http://palm.com/support) for synchronization support.

## The Desktop Sync Software Does Not Respond to a Sync Attempt

If you can successfully sync at any point during the following procedure, you do not need to complete the remaining steps.

1. Make sure you are using the USB cable that came with your Treo Pro smartphone or a replacement cable that has been approved by Palm for use with a Treo Pro smartphone.
2. Make sure the USB cable is securely connected at all points (see “Synchronizing With a USB Connection” on page 48).
3. If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether desktop synchronization features are disabled on your smartphone.
4. Make sure that all the files you're trying to sync are closed on both your computer and your smartphone.
5. Do one of the following:
  - **Windows XP computer:** Look for the **ActiveSync**  icon in the taskbar on your computer to make sure the ActiveSync software is running on your computer, and look for the **ActiveSync**  icon at the top of your smartphone screen.
  - **Windows Vista computer:** Look for the **connection**  icon at the top of your smartphone screen.
6. If you did not see the correct icons, do the following:
  - **On your Treo Pro smartphone:** Press **Start** , select **Programs**, select **ActiveSync** , and then press **Menu** (right softkey), select **Connections**, and make sure the **Synchronize all PCs using this connection** box is checked and that **USB** is selected from the list.
  - **Windows XP computer:** Click **Start > All Programs > Microsoft ActiveSync**.
  - **Windows Vista computer:** Click **Start > All Programs > Windows Mobile Device Center**.

7. Do one of the following:
  - **Windows XP computer:** Double-click the **ActiveSync**  icon in your taskbar, and then from the **File** menu, select **Connection Settings**, make sure the **Allow USB connections** box is checked, and then click **Connect**.
  - **Windows Vista computer:** Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**. Make sure the **Allow USB connections box** is checked, and then click **Connect**.
8. On your smartphone, press **Start** , select **Settings**, select the **Connections** tab, and then select **USB to PC** . If the **Enable advanced network functionality** box is checked, uncheck it. If this box is currently unchecked, then check it.
9. Perform a soft reset (see “Performing a Soft Reset” on page 375).
10. Restart your computer and make sure the desktop sync software is running.
11. If problems persist and you’re synchronizing through a USB hub, try connecting the USB cable to a different USB port on the hub or directly to your computer’s built-in USB port.
12. If you’re synchronizing through a built-in USB port on the front of your computer, move the USB cable to a USB port on the back of your computer (if your computer has USB ports in both places).
13. For a Windows XP computer only: On your computer, uninstall Microsoft ActiveSync (**Start > Settings > Control Panel > Add or Remove Programs**). Then put your smartphone in **Setup Mode** and reinstall the software (see “Switching Between Sync Mode and Setup Mode” on page 46).
14. For a Windows XP computer only: Delete the existing partnership between your Treo Pro smartphone and your computer, and create a new one by doing the following steps in turn:
  - Disconnect your smartphone and your computer from the USB cable.
  - Right-click the gray **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen, and then select **Open Microsoft ActiveSync**.

- Click **File** and then click **Delete Mobile Device**. When asked to confirm, click **Yes**.
  - Connect your smartphone and your computer to the USB cable.
  - When the **Synchronization Setup Wizard** appears, follow the steps to establish a sync relationship between your smartphone and your computer.
15. If your organization uses a firewall or a VPN connection, synchronizing with ActiveSync may not work. For a Windows XP computer only, go to [microsoft.com](http://microsoft.com) and search for the following topics to help with specific firewall setup situations:
- ActiveSync USB Connection Troubleshooting Guide.
  - ActiveSync with Sygate Personal Firewall.
  - ActiveSync with Trend Micro PC-cillin Internet Security.
  - ActiveSync with Norton Personal Firewall.
16. Verify with your computer hardware vendor that your operating system supports your internal USB controller.

**Did you know?**

*A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.*

**Tip**

*If you are synchronizing to an Exchange server and you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.*

### **Synchronization Finishes But Information Doesn't Appear Where It Should**

- With the included software, your Treo Pro smartphone can synchronize with the root folders of Contacts, Calendar, Tasks, and Notes. If you want to synchronize with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Microsoft Office Outlook. Right-click the addresses and select **Add to Personal Address Book**.
- Microsoft Office Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.

- If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, Notes, and Tasks to be available offline.
- For music files, update the library in Windows Media Player Mobile (see “Working With Libraries” on page 251).
- For pictures and videos, see “Synchronizing Your Pictures, Videos, and Music” on page 226 for information on the location of synchronized items.
- For Office Mobile files, see “Synchronizing Microsoft® Office and Other Files” on page 280 for information on the location of synchronized files.
- If you're still having problems, try the following:
  1. Make sure you're synchronizing with the intended desktop personal information manager (PIM). The software installed during setup lets you synchronize with Microsoft Office Outlook for Windows. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.
  2. Open the desktop sync software on your computer, and make sure the Files synchronization option is selected (“Changing Which Applications Synchronize” on page 338).
  3. For a Windows XP computer only: On your computer, uninstall Microsoft ActiveSync (**Start > Settings > Control Panel > Add or Remove Programs**). Then put your smartphone in **Setup Mode** and reinstall the software (see “Switching Between Sync Mode and Setup Mode” on page 46).

### ***Synchronization Starts But Doesn't Finish***

1. Make sure that you installed the desktop software that came with your Treo Pro smartphone. If you're not sure whether this software is installed, reinstall it.
2. If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

### ***My Windows Media® Player Library Won't Sync***

1. Make sure you have Windows Media® Player 10 or later installed on your computer.
2. For a Windows XP computer only: Reinstall your synchronization software. Media file synchronization fails if you installed the synchronization software before you installed



Windows Media Player 10 or later. On your computer, uninstall Microsoft ActiveSync (**Start > Settings > Control Panel > Add or Remove Programs**). Then put your smartphone in **Setup Mode** and reinstall the software (see “Switching Between Sync Mode and Setup Mode” on page 46).

### *My Appointments Show Up in the Wrong Time Slot After I Sync*


1. Make sure the appointments are assigned to the correct time zone. (If not, change the time zone. If yes, then continue to the next step.)
2. Make sure that you installed the desktop software that came with your Treo Pro smartphone. If you're not sure whether this software is installed, reinstall it.
3. Open Microsoft Office Outlook and correct the wrong entries.
4. Manually enter any information you've added to your smartphone since the last time you synchronized.
5. Synchronize your smartphone and your computer.






### *I Can't Synchronize Using a Bluetooth Connection*

#### **Before You Begin**

Do the following:

- Make sure your computer is equipped with Bluetooth wireless technology, either built-in or through a Bluetooth card.
- Make sure that your computer's Bluetooth setting is discoverable.
- Make sure your computer is set up for synchronization (see “Setting Up Your Computer for Synchronization” on page 44).

1. Do one of the following:
  - **Windows XP computer:** Right-click the gray **ActiveSync**  icon in the taskbar, and select **Connection Settings**.
  - **Windows Vista computer:** Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**.

2. Check *Allow connections to one of the following*, and then select the Bluetooth COM port you set up on your computer.
3. On your smartphone, press **End**  to go to your *Today* screen, and then tap the **Bluetooth**  icon.
4. Press **Settings** (right softkey) and select *Bluetooth*.
5. Select the **Mode** tab, and then check that the *Turn on Bluetooth* and *Make this device visible to other devices* boxes are selected.
6. Press **OK** .
7. Press **Start**  and select *Programs*.
8. Select *ActiveSync* .
9. Press **Menu** (right softkey) and select *Connect via Bluetooth*.
10. If this is the first time you're making a Bluetooth connection to this computer, follow the onscreen prompts to set up a Bluetooth partnership with the computer.
11. Select *Sync*.
12. When synchronization has finished, press **Menu** (right softkey) and select *Disconnect Bluetooth*.

## *Exchange ActiveSync (Wireless Synchronization)*




### *I Can't Synchronize With My Company's Exchange Server*

If you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

### *My Scheduled Sync Doesn't Work*

- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether synchronization frequency settings are restricted on your smartphone.

- By default, a scheduled sync does not work while you are roaming. This is to prevent roaming charges on your account. If roaming charges are not a concern, follow these steps to continue your sync schedule while roaming:

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Schedule**.
4. Check the **Use above setting when roaming** box.
5. Press **OK** .

### ***An Alert Tells Me That ActiveSync Encountered a Problem on the Server***

There is a temporary problem with the server, or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

### ***An Alert Tells Me That There Is Not Enough Free Memory to Synchronize***

ActiveSync ran out of storage space. Try the following:

1. Go to **Task Manager** and close all running programs (see “Closing Applications” on page 70 for details).
2. If the problem persists, see “Making Room on Your Treo Pro Smartphone” on page 403 for suggestions of other ways to free up space on your smartphone.

### ***An Alert Tells Me That the Server Could Not Be Reached***

Your smartphone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see “Setting Up Wireless Synchronization” on page 332), and try again later.

### ***An Alert Tells Me That ActiveSync Encountered a Problem With [Item Type] [Item Name]***

There is an error while synchronizing a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

### ***An Alert Tells Me That My Account Information Could Not Be Detected***

When you set up the Exchange server sync options, the credentials page was left blank. Correct the credentials (see “Setting Up Wireless Synchronization” on page 332), or set up your smartphone to sync only with a computer, and try to sync again.

### ***An Alert Tells Me that My Device Timed Out While Waiting For Credentials***



The Exchange server credentials screen was left open too long. Reenter the Exchange server credentials, and try to sync again.

### ***My Today Screen Settings Are Not Restored After a Hard Reset***

Settings such as the background image and plug-in choices are not backed up during synchronization, so they can't be restored after a hard reset. If you use a backup utility, such as the included Sprite Backup, you may be able to restore a backup to recover your **Today** screen settings and other additional information.

### ***When I Sync With My Exchange Server, My Information Is Not Downloaded to My Smartphone***

Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot use ActiveSync to synchronize with the Exchange server. You can also check the following setting:

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Configure Server**.
4. Make sure the **SSL** box is checked.

## *I Have Problems Using My Account*

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure and are experiencing problems using the account, verify that the account complies with your email provider's requirements:



- Verify both your password and your user name for your email account.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. Check with your service provider to find out whether any provider-specific requirements exist.
- Service provider settings frequently change. If your email account was working but you are currently experiencing problems, check with your service provider to find out whether any of the account settings have changed.

## *I Have Problems Sending and Receiving Email*

- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Sprint Customer Service for outage information in your area.
- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether email features are disabled on your smartphone.

## ***Scheduled Email Synchronization Is Not Working***

If email synchronization is occurring and you turn your smartphone off, or if the connection to your email service provider is disconnected, the sync fails.

1. Check the synchronization schedule to make sure that email sync is set to occur at the expected day and time (see “Setting the Synchronization Schedule” on page 334 for details).
2. Press **Start** , select **Programs**, and then select **ActiveSync** .
3. Press **Menu** (right softkey) and select **Configure Server**.
4. Press **Next** (right softkey), and make sure the **Save password** box is checked. (This is required for wireless synchronization.)



## ***I Have Problems Sending Email (IMAP and POP Accounts)***

If you are able to receive email messages but cannot send them, try the following:

- Make sure your ISP or email provider allows you to access email on a Treo Pro smartphone. (Some providers do not offer this option at all; other providers require an upgrade for you to access email on a smartphone.)
- Turn on authentication (see “Setting Up an IMAP or POP Email Account” on page 129). (Many service providers require authenticated access, or SMTP, to use their SMTP servers.)
- Enter the name of a different outgoing mail server for sending mail (see “Setting Up an IMAP or POP Email Account” on page 129). (Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Contact Sprint for an outgoing mail server option based on your Sprint account settings. In other cases, your ISP may be able to provide you with the outgoing mail server settings required to send mail from your smartphone.)

## *I Have Problems Sending Email (Exchange Server Account)*

If you are able to receive email messages but cannot send them, check that encryption is enabled:

1. Press **Start** , select **Programs**, and then select **ActiveSync** .
2. Press **Menu** (right softkey), and select **Configure Server**.
3. Press **Next** (right softkey), and make sure the **This server requires an encrypted (SSL) connection** box is checked.

## *I Have Problems Synchronizing Messages on My Smartphone With Messages on My Computer*

Make sure you have chosen the same settings for the account on both your Treo Pro smartphone and your computer. For example, if the account is set up on your smartphone to use the POP protocol, check the **ActiveSync** settings on your computer to make sure that POP is selected as the protocol for that account.

## *My vCard or vCal Email Attachment Isn't Forwarding Correctly*

Microsoft Office Outlook provides several features that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:

1. On your computer, click **Start > Control Panel**.
2. Select **Internet Options**, and then click the **Programs** tab.
3. Make sure that the email field is set to the correct email client software.
4. Click **OK**.
5. Start the email client software and make sure it is configured as the default MAPI client. (Consult the documentation for the email application for more information.)

## *I Can't Access a Page*

1. Make sure you have Internet access:
  - Open Internet Explorer® Mobile and try to view a Web page you've loaded before.
  - To ensure that you're viewing the page directly from the Internet, press **Menu** (right softkey) and select **Refresh**.
  - After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu** (right softkey) and select **Refresh**.
  - If you're still having trouble, the page may contain elements that are not supported by Internet Explorer Mobile, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.
2. Some Web sites use a redirector to their true home page (for example, if you enter the address <http://palm.com/support>, it may resolve to <http://palm.com/us/support>. If Internet Explorer Mobile can't follow the redirect, try using a desktop browser to see the landing page of the redirector, and enter that address in Internet Explorer Mobile.
3. If your company uses Microsoft System Center Mobile Device Manager and you're attempting to connect to the Internet with a Wi-Fi connection, contact your system administrator to find out whether Wi-Fi features are disabled on your smartphone.

## *An Image or Map Is Too Small on My Smartphone Screen*

With Internet Explorer Mobile you can zoom in and out on a Web page. In **Mobile** view mode you can view pages optimized for a mobile device. See "Viewing a Web Page" on page 184 for details.

## *A Secure Site Refuses to Permit a Transaction*

Some Web sites don't support certain browsers for transactions. Please contact the site's Web master to make sure the site allows transactions using Internet Explorer Mobile.



# Camera

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Here are some tips for taking good pictures with the built-in camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the camera as still as possible. Try supporting your picture-taking arm against your body or a stationary object, such as a wall.
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, position the brightest light source behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 18 inches (.5 meters) away from the camera to ensure good focus.

## ***My Camera Won't Take Pictures***

If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether the camera features are disabled on your smartphone.

## ***The Camera Preview Image Looks Strange***

Some third-party applications overwrite the color settings of your Treo Pro smartphone with their own 8-bit color settings. This can affect the **Camera Preview Mode**. Delete third-party applications one by one until the preview image improves.

### ***Did you know?***

*Pictures are 16-bit color. Resolution settings range from 1600 x 1200 to 160 x 120 pixels. Video resolution settings range from 320 x 240 to 176 x 144 pixels. You can change the resolution setting by pressing **Menu** (right softkey) and selecting **Resolution** (still images) or **Quality** (video).*

## Third-Party Applications

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Sometimes, third-party applications can cause conflicts on your Treo Pro smartphone. Third-party applications that modify wireless features may affect the performance of your device and may require extra troubleshooting. Use caution when installing the following types of applications:

- Ringtone managers.
- Caller ID applications.
- Instant messaging.
- Applications that modify when your phone or data connections turn on or off and how your phone behaves.

### *Tip*

*Remember that not all third-party applications were written with the Treo Pro smartphone keyboard and **5-way navigator** in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and **5-way navigator**.*

If you recently installed an application and your Treo Pro smartphone seems to be stuck, try the following:

1. Perform a soft reset (see “Performing a Soft Reset” on page 375).
2. Make sure the third-party application is compatible with the Windows Mobile version 6.1 operating system on your Treo Pro smartphone.
3. Delete the most recently installed application from your smartphone (see “Removing Applications” on page 322).
4. If the problem persists, perform another soft reset.
5. If possible, synchronize or use the included Sprite Backup utility to back up your most recent information.
6. Perform a hard reset (see “Performing a Hard Reset” on page 377).

7. Synchronize or restore your backup to refresh the information in your built-in applications.
8. If the problem is resolved, begin reinstalling your third-party applications one at a time.
9. If the problem recurs, delete the last application you installed and report the problem to its developer.

## *Getting More Help*

Contact the author or vendor of any third-party software if you require further assistance. Sprint does not provide technical support for applications that are not built into your Treo Pro smartphone.

## *Making Room on Your Treo Pro Smartphone*

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If you store a large number of records, or install many third-party applications, the internal memory on your Treo Pro smartphone may fill up. Here are some ways to clear space on your device:

- **Camera:** Large images take up a lot of memory. Move images to an expansion card, or delete images from your smartphone (see “Synchronizing Your Media Files” on page 225).
- **Email:** Email attachments can consume excessive memory. Move attachments to an expansion card, or delete large files from your smartphone (see “Managing Your Messages” on page 170). You may also want to empty the deleted items folder.
- **Internet:** If you save links to pages you’ve visited in Internet Explorer Mobile, you may want to clear all recent pages (see “Customizing Your Internet Explorer® Mobile Settings” on page 190).
- **Third-party applications:** You can delete infrequently used applications or move them to an expansion card (see “Copying or Moving Applications and Files Between Your Treo Pro Smartphone and an Expansion Card” on page 326).

Also, remember that your Treo Pro smartphone includes an expansion card slot, and that you can store applications and information on expansion cards. However, you still need free memory on the device itself to run applications from an expansion card.

## Voice Quality

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### *Is the Other Person Hearing an Echo?*

- Try decreasing the volume on your smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the handset earpiece.
- Position the smartphone closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole in the lower-left corner of your device.
- If you're using **Speakerphone** mode with your smartphone lying on a flat surface, try turning the device face-down (screen facing the surface).

### *Are You Hearing Your Own Voice Echo?*

Ask the other person to turn down the volume or to hold the smartphone closer to his or her ear.

### *Is Your Voice Too Quiet on the Other End?*

Be sure to hold the bottom of the Treo Pro smartphone, or the hands-free microphone, close to your mouth.

Check the signal-strength indicator. If the signal is weak, try to find an area with better coverage.

## Glossary

**1xRTT:** A standard of wireless Internet connectivity that allows for persistent data connections as long as you are actively using your data connection. The average data transmission rate is about 70Kbps, although theoretical limits are 153.6Kbps. With data services plans, you pay a monthly rate for unlimited data transfer and you don't pay for connection time.

**ActiveSync®:** The software on your Treo™ Pro smartphone by Palm that exchanges and updates the information on your smartphone with the information on your computer.

**ActiveSync Desktop Software:** The software on your Windows XP computer that exchanges and updates the information on your computer with the information on your Treo Pro smartphone. To open ActiveSync on your computer, double-click the **ActiveSync** icon in the taskbar in the lower-right corner of your screen. If the icon does not appear, click **Start > All Programs > Microsoft ActiveSync**. See "Installing Desktop Sync Software: Windows XP and Windows Vista" on page 44.

**Auto-off interval:** The time of inactivity that passes before the screen on your Treo Pro smartphone turns off. The wireless features on your device are unaffected by this setting.

**Beam:** The process of sending or receiving an entry or application using the infrared port on your Treo Pro smartphone or using Bluetooth® wireless technology.

**Bluetooth® wireless technology:** Technology that enables devices such as the Treo Pro smartphone, wireless phones, and computers to connect wirelessly to each other so that they can exchange information over short distances.

**Desktop software:** A PIM application for computers, such as Microsoft® Outlook®, that helps you manage your personal information and keep your personal information synchronized with your Treo Pro smartphone.

**Direct Push technology:** A two-way wireless delivery method used between Microsoft Exchange Server 2007, or Exchange Server 2003 upgraded to Service Pack 2, and a Treo Pro smartphone with Windows Mobile® 6.1 with MSFP (Messaging and Security Feature Pack). Microsoft Direct Push technology enables features such as Tasks Over The Air (OTA), and IP-based push updating of Outlook information (Inbox, Calendar, Contacts, and Tasks).

**EVDO (Evolution Data Optimized):** A wireless broadband technology that is designed for very high-speed data transfer with average download speeds of 400 to 700Kbps and that is capable of reaching speeds up to a theoretical maximum of 3.2Mbps, and upload speeds up to 1.8Mbps. The Sprint Mobile Broadband Network uses EVDO technology. Your Treo Pro smartphone supports EVDO Rev 0 and Rev A technologies.

**Global Address List (GAL):** An online address book for Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. The GAL contains names, email addresses, and other information, and is created and maintained by your Exchange server administrator.

**Infrared (IR):** A way of transmitting information using light waves. The IR port on your Treo Pro smartphone lets you transfer information between other IR devices within a short radius.

**Lithium-ion (li-ion):** The rechargeable battery technology used in your device.

**Microsoft System Center Mobile Device Manager:** A security management platform that enables system administrators to set and implement security policies by remotely controlling mobile devices. This platform also enables users to access corporate information on networks with firewalls.

**Mobile Broadband Network:** An advanced wireless data network using the fastest commercially available wireless network technology (EVDO) to deliver broadband-like transfer speeds for your data connections.

**Partnership:** Two Bluetooth devices—for example, your Treo Pro smartphone and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device. Partnership is known on some devices as *paired relationship*, *pairing*, *trusted device*, or *trusted pair*.

**Phone as Modem:** The feature that enables your device (when connected to the mobile broadband network) to be used as a high-speed modem for your computer, using a wired (USB cable) connection.

**Phone Off:** The icon that indicates when the phone feature is not connected to any wireless phone network. You can still use the organizer and other features.

**PIM (personal information manager):** A category of software that includes applications such as Microsoft Outlook, Palm® Desktop software, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

**SMS:** The service that exchanges short text messages almost instantly between wireless devices. These messages can usually include up to 160 characters. Your Treo Pro smartphone can send and receive text messages while you are on a voice call.

**Sprint 1xRTT:** The next generation of wireless Internet access that enables you to check your email and browse the Web.

**SSID:** The name that identifies a Wi-Fi network. If a network does not broadcast its SSID, you must get the SSID from the system administrator in order to connect to the network.

**Synchronization:** The process in which information that is entered or updated on your Treo Pro smartphone, your computer, or a server is updated in one of the other locations either wirelessly or by means of a cable connection. See “Synchronizing Information” on page 331.

**User name:** The name associated with your Treo Pro smartphone that distinguishes it from other Windows Mobile devices. When you first synchronize your device, you are asked to give it a user name.

**Wi-Fi access point:** A network device with an antenna that provides wireless connections to a larger network. Also called a hotspot.

**Windows Mobile®:** The operating system of your Treo Pro smartphone. Your device uses the Windows Mobile 6.1 Professional edition of this operating system.

**Windows Mobile Device Center:** The software on your Windows Vista® computer that enables you to synchronize content and manage music, pictures, and videos between your device and your computer. To open Windows Mobile Device Center on your computer, click *Start > All Programs > Windows Mobile Device Center*.



# ***Your Safety and Specifications***





## ***Important Safety Information***

### *In This Section*

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- ◆ FCC Statements
- ◆ Antenna Care/Unauthorized Modifications
- ◆ Industry Canada
- ◆ RF Safety Exposure
- ◆ Hearing Aid Compatibility (HAC)
- ◆ Battery Handling
- ◆ Power Specifications
- ◆ Recycling and Disposal
- ◆ Product Handling & Safety
- ◆ Driving Safety
- ◆ General Operation
- ◆ ESD Safety
- ◆ Owner's Record

**WARNING**

*This guide contains important operational and safety information that helps you safely use your Treo™ Pro smartphone by Palm. Failure to read and follow the information provided in this guide may result in serious bodily injury, death, or property damage.*

## FCC Statements

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

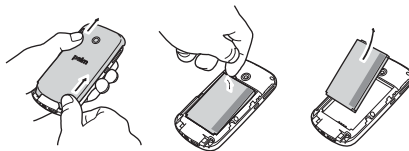
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This phone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID: O8F-SKYC.

The FCC ID on your Palm smartphone is located on a label inside the battery compartment. The battery must be removed as shown below to view the label.



**Caution**

*Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

## **Antenna Care/Unauthorized Modifications**

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Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

## **Industry Canada**

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Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-SKYC

L' utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l' utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet appareil numérique de la classe [\*] est conforme à la norme NMB-003 du Canada.

## RF Safety Exposure

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General statement on RF energy: Your smartphone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your smartphone, the system handling your call controls the power level at which your smartphone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are performed in positions and locations as required by the FCC and IC for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities—hands, wrists, ankles, and feet).

The highest reported SAR values of the Palm smartphone are:

<i>Maximum Scaled SAR Values (FCC)</i>	
Head	1.4 W/kg
Body	1.29 W/kg

In order to comply with FCC and IC RF exposure safety guidelines, users MUST use one of the following types of body worn accessories:

1. A Palm® brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.
2. An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm (0.6 in.) of separation between the user's body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i. e., on the lap or in a breast pocket). Such use will likely exceed the FCC RF safety exposure limits. See [www.fcc.gov/oet/rfsafety](http://www.fcc.gov/oet/rfsafety) for more information on RF exposure safety.

To view the most recent SAR values of the Treo Pro smartphone, visit [palm.com/55058](http://palm.com/55058).

**Body Worn Operation:** Important safety information regarding radio frequency radiation (RF) exposure: To ensure compliance with RF exposure guidelines the smartphone must be used with a minimum of 1.5 cm (0.6 in.) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

**Limiting Exposure to Radio Frequency (RF) Fields:** For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

**Precautionary Measures:** Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page <http://www.who.int/mediacentre/factsheets/fs193/en/index.html> WHO Fact sheet 193: June 2000.

## Hearing Aid Compatibility (HAC)

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### *Using Your Phone With a Hearing Device*

Your smartphone is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please refer to <http://www.palm.com/treopro-t850-hac>.

Your device has been tested for hearing aid compatibility. When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phone, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box. Your Treo™ Pro smartphone by Palm has an M3/T3 rating. Your smartphone has not been HAC rated with respect to its Wi-Fi operation because currently no HAC standards exist for Wi-Fi.

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings.

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar



to those of phones. Ask your hearing health-care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers the best use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for “best use.” This is synonymous for T ratings.

Palm further suggest that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

### ***Getting the Best Hearing Device Experience With Your Device***

To further minimize interference:

- Set the phone's screen and keyboard backlight settings to ensure the minimum time interval.
- Move the phone around to find the point with the least interference.

## ***Battery Handling***

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- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per the IEEE/CTIA-1725 standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per IEEE/CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Do not handle a damaged or leaking Lithium-Ion (LI-ion) battery as you can be burned.
- Improper battery use may result in a fire, explosion or other hazard.

Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: [http://safetravel.dot.gov/whats\\_new\\_batteries.html](http://safetravel.dot.gov/whats_new_batteries.html).

## ***Protecting Your Battery***

The guidelines listed below help you get the most out of your battery's performance.

Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories found at Carrier Stores or through your device's manufacturer. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.

- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 122° F (0° C to 50° C).
- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don't attempt to disassemble or short-circuit the battery.

- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
  - Less than one month: 14° F to 140° F (–10° C to 60° C)
  - More than one month: 14° F to 113° F (–10° C to 45° C)

## Power Specifications

Use only Palm-approved power accessories such as AC-power adapters and batteries. Unauthorized and non-approved batteries will NOT operate with the Palm smartphone.

**AC Power Adapter source:** Foxlink

Model: 5890-712V-02K0

Part Number: 157-10108-00

Input Rating: 100–240 Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

**Battery Source:** Palm

Type: Rechargeable Li-ion Polymer

Model: 157-10105-00

Rating: 3.7Vdc, 1500mAh (minimum)



Powered by an  
ENERGY STAR®  
qualified adapter  
for a better  
environment

## Recycling and Disposal



This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Please return Palm products to the electrical and electronic equipment collection points in your municipality or county. These collection points are available free of charge. For detailed information please refer to

your municipality or county. For information on Palm's environmental programs, visit [www.palm.com/environment](http://www.palm.com/environment).

Hazardous substances that may be included in electronic products can potentially affect human health and the environment. Recycling benefits the environment by diverting waste from landfills and by recovering materials that may be recycled into other products. Responsible recycling ensures materials are properly collected and disposed. Palm is committed to support the European Union WEEE directive (2002/96/EC) and the protection of the environment for future generations.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste and collaborate with our channel partners to raise awareness and help keep Palm handheld devices, smartphones and mobile companions out of landfills through evaluation and disposition for reuse and recycling.

Visit [www.palm.com/recycle](http://www.palm.com/recycle) for additional details and information about how you can help reduce electronic waste.

## *User Safety*

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### *Operational Warnings*

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your smartphone. For the safe and efficient operation of your smartphone, observe these guidelines.

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats) storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

**Pacemakers:** The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters (6 inches) be maintained between a smartphone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

- ALWAYS keep the smartphone more than 6 inches (15 centimeters) from their pacemaker when the smartphone is turned ON.
- Not carry the smartphone in a breast pocket.
- Use the ear opposite the pacemaker to minimise the potential for interference.
- Turn the smartphone OFF immediately if you have any reason to suspect that interference is taking place.

**Other Medical Devices, Hospitals:** If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your smartphone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

**Repetitive Motion Injuries:** When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when Texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

**Audio Safety:** This smartphone is capable of producing loud noises which may damage your hearing. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

**Blackouts and Seizures:** Blinking lights, such as those experienced with television or playing video games may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

**Operating Machinery:** Do not use your smartphone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

**Aircraft:** While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board an aircraft must be done in accordance in compliance with airline instructions and regulations.

**Vehicles With Air Bags:** Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags will inflate with great force and care should be taken to protect within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

**Hearing Aids:** People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

**Small Children:** Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the smartphone. Your smartphone contains small parts with sharp

edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your phone, at least 3 to 4 bars.

***Caution: Avoid Potential Hearing Loss***

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.

- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.
- You can obtain additional information on this subject from the following sources:

American Academy of Audiology  
11730 Plaza American Drive, Suite 300  
Reston, VA 20190  
Voice: (800) 222-2336  
Email: [info@audiology.org](mailto:info@audiology.org)  
Internet: [www.audiology.org](http://www.audiology.org)

National Institute on Deafness and Other  
Communication Disorders  
National Institutes of Health  
31 Center Drive, MSC 2320  
Bethesda, MD USA 20892-2320  
Voice: (301) 496-7243  
Email: [nidcdinfo@nih.gov](mailto:nidcdinfo@nih.gov)  
Internet: <http://www.nidcd.nih.gov/health/hearing>

National Institute for Occupational Safety and Health  
Hubert H. Humphrey Bldg.  
200 Independence Ave., SW  
Washington, DC 20201  
Voice: 1-800-35-NIOSH (1-800-356-4674)  
Internet: <http://www.cdc.gov/niosh/topics/noise>

## ***Product Handling & Safety***

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***General Statement on Handling and Use:*** You alone are responsible for how you use your smartphone and any consequences of its use.



You must always switch off your smartphone wherever the use of a phone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

- Always treat your smartphone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your smartphone or its accessories to open flames or lit tobacco products.
- Do not expose your smartphone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your smartphone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your smartphone or its accessories.
- Do not attempt to disassemble your smartphone or its accessories; only authorised personnel must do so.
- Do not expose your smartphone or its accessories to extreme temperatures, minimum 0 and maximum +60 degrees Celsius (32F–140F).
- Please check local regulations for disposal of electronic products.
- Do not carry your smartphone in your back pocket as it could break when you sit down.

**Battery:** Your smartphone includes an internal lithium-ion polymer battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the smartphone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

**Demagnetisation:** To avoid the risk of demagnetisation, do not allow electronic devices or magnetic media close to your smartphone for a long time.

**Normal Use Position:** When making or receiving a phone call, hold your smartphone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

**Emergency Calls:** This smartphone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

**Smartphone Heating:** Your smartphone may become warm during charging and during normal use.

**Accessories:** Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

**Connection to a Car:** Seek professional advice when connecting a phone interface to the vehicle electrical system.

**Faulty and Damaged Products:** Do not attempt to disassemble the smartphone or its accessory. Only qualified personnel must service or repair the smartphone or its accessory. If your smartphone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorised service center.

**Interference in Cars and to Other Electronic Devices:** Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

## Driving Safety

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### *Driving Safety Tips Overview*

Always obey all laws and regulations on the use of the smartphone in your driving area.

Safety—Your most important call. The Wireless Industry reminds you to use your smartphone safely when driving.

1. Get to know your smartphone and its features, such as speed-dial and redial.
2. Use a hands-free device.
3. Position your smartphone within easy reach.

4. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
5. Do not take notes, look up phone numbers, read/write e-mail, or surf the internet while driving.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
7. Do not engage in stressful or emotional conversations that may divert your attention from the road.
8. Dial your national emergency number to report serious emergencies. This is a free call from your smartphone.
9. Use your smartphone to help others in emergencies.
10. Call roadside assistance or a special non-emergency wireless number when necessary.

### ***Driving Safety Tips Details***

1. Get to know your smartphone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most smartphone models offer, including automatic redial and memory dial. Also, work to memorize the smartphone keyboard so you can use the speed-dial function without taking your attention off the road.
2. Use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a speakerphone accessory, take advantage of these devices. If driving while using a smartphone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.

3. Make sure you place your smartphone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
4. Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
5. Do not take notes, look up phone numbers, read/write e-mail, or surf the Internet while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to schedule your calls with times you may be temporarily stopped or otherwise stationary. But if you need to dial while driving, follow this simple tip: dial only a few numbers, check the road and your mirrors, then continue.
7. Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
8. Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your smartphone at your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your smartphone.

9. Use your smartphone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, as you would want others to do for you.
10. Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to your national emergency number. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

### *End User Notice*

Microsoft® Voice Command Version 1.6 for Windows Mobile®

**Note**

*The Voice Command application is not available in all languages.*

**Important**

*Do not become distracted from driving safely if operating a motor vehicle while using Device Software. Operating certain parts of this Device requires user attention. Diverting attention away from the road while driving can possibly cause an accident or other serious consequences. Even occasional, short diversions of attention can be dangerous if your attention is diverted away from your driving task at a critical time. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.*

Microsoft makes no representations, warranties, or other determinations that ANY use of the Software Product is legal, safe, or in any manner recommended or intended while driving or otherwise operating a motor vehicle.

## General Operation

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**Voice Command Control:** Many of the functions of the Device Software can be accomplished using only voice commands. Using voice commands while driving allows you to initiate the command with a button and then operate the Device mostly without removing your hands from the wheel.

**Prolonged Views of Screen:** If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

**Let Your Judgment Prevail:** The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

**Volume Setting:** Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

**Use of Speech Recognition Functions:** Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor the speech recognition functions and address any errors.

### **Hands-Free Capability**

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device. 1-800-881-7256.

## ESD Safety

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Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

### ***Description of ESD***

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

### ***ESD-Susceptible Equipment***

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm™ handheld, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your handheld, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

### ***Precautions Against ESD***

Make sure to discharge any built-up static electricity from yourself and your electronic devices before touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your handheld to your computer, placing the handheld in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground.
- For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

### *Conditions That Enhance ESD Occurrences*

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events you may want to take extra precautions to protect your electronic equipment against ESD.

## *Owner's Record*

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The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Product: Treo Pro Smartphone

Model:

Serial No.:



User Guide template version 7B (November 2007)



# ***Specifications***

## *In This Section*

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- ◆ Specifications
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## Specifications

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Radio	<ul style="list-style-type: none"><li>● CDMA phone</li><li>● EVDO and 1X bands</li></ul>
Phone features	<ul style="list-style-type: none"><li>● Personal speakerphone</li><li>● Hands-free headset jack (3.5 mm, 3-barrel connector)</li><li>● Microphone mute option</li><li>● TTY-compatible</li><li>● HAC compliant (M3/T3 rating)</li></ul>
Processor technology	<ul style="list-style-type: none"><li>● Dual-core MSM7501A processor—528MHz</li></ul>
Expansion	<ul style="list-style-type: none"><li>● microSD-compatible expansion card slot</li></ul>
Battery	<ul style="list-style-type: none"><li>● Rechargeable lithium-ion</li><li>● 1500mA/hr in power capacity</li><li>● Removable</li><li>● 3.5 hours to be fully charged</li></ul>
Operating system	<ul style="list-style-type: none"><li>● Windows Mobile® 6.1 Professional</li></ul>
Camera	<ul style="list-style-type: none"><li>● Still-image capture resolution: 1600 x 1200, 2.0 megapixel</li><li>● Up to 8x digital zoom</li></ul>
Size	<ul style="list-style-type: none"><li>● 4.5 in. x 2.36 in. x 0.53 in. (114mm x 60mm x 13.5mm)</li></ul>
Weight	<ul style="list-style-type: none"><li>● 4.6 ounces (130 grams)</li></ul>
Connectivity	<ul style="list-style-type: none"><li>● Infrared (1.0 compliant)</li><li>● Bluetooth® wireless technology (2.0 + EDR compliant)</li><li>● Wi-Fi (802.11 b/g)</li></ul>

Display	<ul style="list-style-type: none"> <li>● Touch-sensitive LCD screen (includes stylus)</li> <li>● 65,536 colors (16-bit color)</li> <li>● Resolution: 320 x 320</li> <li>● User-adjustable brightness</li> </ul>
Keyboard	<ul style="list-style-type: none"> <li>● Built-in 30-key keyboard plus 5-way navigator</li> <li>● Backlight for low lighting conditions</li> </ul>
Included software	<ul style="list-style-type: none"> <li>● ActiveSync</li> <li>● Adobe Reader LE</li> <li>● Astraware Sudoku</li> <li>● Bejeweled 2</li> <li>● Bubble Breaker</li> <li>● Calculator</li> <li>● Calendar</li> <li>● Camera</li> <li>● Comm Manager</li> <li>● Contacts</li> <li>● Excel Mobile</li> <li>● File Explorer</li> <li>● Get WorldMate (link)</li> <li>● Instant Messaging</li> <li>● Internet Explorer Mobile</li> <li>● Internet Sharing</li> <li>● Kinoma FreePlay</li> <li>● Live Search</li> <li>● Messaging (SMS, MMS, and email)</li> <li>● Messenger</li> </ul>

Included software (continued)	<ul style="list-style-type: none"><li>● My Treo</li><li>● Notes</li><li>● OneNote Mobile</li><li>● PC Setup</li><li>● Phone</li><li>● Pictures &amp; Videos</li><li>● Pocket Express</li><li>● PowerPoint Mobile</li><li>● Quick Tour</li><li>● Remote Desktop Mobile</li><li>● Search</li><li>● Software Store</li><li>● Solitaire</li><li>● Sounds</li><li>● Sprint Music</li><li>● Sprint Navigation</li><li>● Sprint TV</li><li>● Sprite Backup</li><li>● Tasks</li><li>● Titan (link)</li><li>● Wall Street Journal (link)</li><li>● Windows Live</li><li>● Windows Media Player Mobile</li><li>● Word Mobile</li><li>● YouTube Videos (link)</li></ul>
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System requirements (for sync with desktop sync software using USB cable)	<ul style="list-style-type: none"><li>● Windows XP Service Pack 2, or Windows Vista® with USB port. Later versions may also be supported.</li><li>● 32 MB of available RAM.</li><li>● 170MB of available disk space.</li><li>● Some wireless features require Microsoft Exchange Server 2003 upgraded to Service Pack 2, or later.</li></ul>
Operating and storage temperature range	<ul style="list-style-type: none"><li>● 32°F to 122°F (0°C to 50°C)</li><li>● 5% to 90% RH</li></ul>



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